



Request under Freedom of Information Act 2000

Request Ref: NGFOI 18/19: 347

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 25/09/2018.

I am pleased to be able to provide you with the following information:

1. *How many compliments did your trust receive in 2017?*

57,131 compliments

2. *Do you have a procedure for handling compliments?*

Yes – All compliments received by post/email or sourced from social media are put into a compliments collation spreadsheet which is then emailed Trust wide.

3. *Do you respond to the authors?*

Yes – a proportion of thank you cards received by the Chief Executive receive an acknowledgement. The Patient Experience department do not generally respond. However we do respond to all comments left on NHS Choices.

4. *Do you pass the compliments onto to the complimentees?*

Yes

5. *Do management see copies of compliments?*

Yes

6. *Do you analyse the content of compliments?*

All comments received via the Friends & Family Test both positive and negative are reviewed by the Patient Experience Team and are then circulated Trust wide.