



Request under Freedom of Information Act 2000

Request Ref: NGFOI 17/18: 441

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 30/12/17.

Please could you advise in detail if complaints are raised, which NHS organisations the complaint or any other supporting evidence this is shared with.

Please could you supply any policy with regards to this.

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

As part of the NHS Complaints Regulations, in 2009 when the new regulations were introduced, this includes Trust's providing co-ordinated (joint) responses on behalf of the relevant NHS Trust's involved along with Social Care for Adults. As part of the process if this Trust receives a complaint about services provided by NGH, but aspects also relate to another Trust, or Social Care for Adults, then we are required to liaise with those other organisations as to who will lead, the concerns raised and to agree a timescale. However, we do not contact any other organisation without the direct permission of the patient / complainant (if this individual differs from the patient). This is normally facilitated through the completion of a consent (other organisation) form which is completed by the person who has raised the complaint (or the patient if this is different).

A small number of complaints are also summarised for reporting purposes but this does not use patient identifiable data (i.e. it's all anonymised).

The 4 C's policy is available on our web site.

The NHS Complaints Regulations are available on the Department of Health website:

<https://www.gov.uk/government/organisations/department-of-health/about/complaints-procedure>.