

April 2012

1. The number of external formal and informal **complaints** received by Southend University Hospital NHS Foundation Trust in the following years:

Year	Formal Complaints (written complaints)	Informal Complaints (enquiries to PALS)
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2008	584	1798
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2009	625	1133
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2010	650	1132
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2011	710	1076

The Trusts Patient Advice and Liaison Service (PALS) will deal with general enquiries and requests for information, as well as complaints.

2. The number of external formal and informal **compliments** received by Southend University Hospital NHS Foundation Trust in the following years:

Year	Formal (written)	Information (PALS)
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2008	No data available	No data available
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2009	No data available	No data available
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2010	No data available	No data available
January 1 <sup>st</sup> to December 31 <sup>st</sup> 2011	No data available	No data available

We are unable to provide this information as the Trust only started collecting this data in April 2012.

3. Please can you send me the minutes to any meetings in which improvements to Southend University Hospital NHS Foundation Trust as a direct result of patient feedback were discussed?

Trends in patient complaints are discussed and acted upon at the Clinical Assurance Committee which meets on a monthly basis to provide assurance to the Trust Board on all Clinical Governance matters.

The Trust quarterly and annual complaints reports, which are published as part of the Board Papers on our website [www.southend.nhs.uk](http://www.southend.nhs.uk) include information about improvements made to the service as a result of patient surveys.