

April 2012

I would like to know:

- 1) *Which departments in Southend University Hospital NHS Foundation Trust received the highest number of formal complaints in the following years:*

Year	Department receiving the highest number of formal (written complaints)
<i>January 1st to December 31st 2008</i>	Medicine
<i>January 1st to December 31st 2009</i>	Surgery
<i>January 1st to December 31st 2010</i>	Medicine
<i>January 1st to December 31st 2011</i>	Acute and Assessment (A&E, critical care)

- 2) *Which department in your hospital received the highest number of formal compliments in the following years:*

Year	Formal Complaints (written complaints)	Informal Complaints (enquiries to PALS)
<i>January 1st to December 31st 2008</i>	No data available	No data available
<i>January 1st to December 31st 2009</i>	No data available	No data available
<i>January 1st to December 31st 2010</i>	No data available	No data available
<i>January 1st to December 31st 2011</i>	No data available	No data available

We are unable to provide this information as the trust only started collecting data on compliments received in April 2012.

- 3) *Please can you send me the performance records of the surgeons in the departments given as answers to questions 1 a-d and 2 a-d?*

The Trust does is not in a position to disclose, under the Freedom of Information Act, personal data but information about clinical performance may be found on the Dr Foster website: <http://www.drfoosterhealth.co.uk/hospital-guide/trust/Southend-University-Hospital-NHS-Foundation-Trust-20.aspx>