

Dear

Thank you for taking my call, I have managed to gather all the requested information. If you require further assistance re Q3 please contact me.

Please find responses below:

Question 1:

How many open K041 formal complaints did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

2015/2016	Number of K041 complaints
March 2015	107
April 2015	110
May 2015	77
June 2015	108
July 2015	101
August 2015	78
September 2015	96
October 2015	91
November 2015	98
December 2016	75
January 2016	82
February 2016	83
March 2016	107

2016/2017	Number of K041 complaints
April 2016	110
May 2016	77
June 2016	108
July 2016	101
August 2016	97
September 2016	62 – as of 22.09.16

Question 2:

How many open PALS / Informal concerns did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

2015/2016	Number of open PALS / Concerns
March 2015	305
April 2015	307
May 2015	321
June 2015	394
July 2015	407
August 2015	279
September 2015	387
October 2015	426
November 2015	362
December 2016	282
January 2016	404
February 2016	355
March 2016	343

2016/2017	Number of open PALS / Concerns
April 2016	358
May 2016	317
June 2016	219
July 2016	311
August 2016	276
September 2016	191

Question 3

Please visit: <http://www.ouh.nhs.uk/about/publications/documents/annual-review-2015.pdf>