

Ref FOI17 406  
Date 15 November 2017

Dear Sir/Madam

**Request for information under the Freedom of Information Act 2000**

---

Please find below/attached the Isle of Wight NHS Trust's response to your request.

**1. In the past 5 years how many complaints have you had regarding communication with or supplying information to patients (written and oral)?**

Response - Over the past 5 years the Trust has received a total of 1355 where the primary complaints and concerns are categorised as communication.

**2. In the past 5 years how many complaints have you had regarding the inappropriate or incorrect taking of consent?**

Response - Over the past 5 years the Trust has received a total of 5 where the primary complaints and concerns are categorised as consent.

**3. If the level of detail in questions 1 and 2 is unknown then please say how many complaints have you had in the past 5 years categorised as communication complaints?**

Response – Not applicable as Q1 and 2 have been answered.

**4. In the past 5 years how many claims for compensation have you had involving the inappropriate or incorrect taking of consent?**

Response – In order to ascertain the information required would involve locating, retrieving and manually going through claims documentation, which would take in excess of 18 hours, and as such would be exempt from provision under Section 12 of the Freedom of Information Act 2000.

**5. If the level of detail in question 4 is unknown please say how many claims for compensation have you had categorised as communication claims?**

Response – In order to ascertain the information required would involve locating, retrieving and manually going through claims documentation, which would take in excess of 18 hours, and as such would be exempt from provision under Section 12 of the Freedom of Information Act 2000.

**6. How much did you pay the NHSLA for insurance last year?**

Response – The total for 2016/17 was £3,512,656

**7. Can I have a copy of your Consent to Examination or Treatment Policy?**

Response – The link to the policy on the Isle of Wight NHS Trust website is attached.  
<http://www.iow.nhs.uk/Downloads/Policies/Consent%20to%20Examination%20or%20Treatment%20policy.pdf>

**8. If no Consent to Examination or Treatment Policy exists then can you supply me with your approved documented process for obtaining consent, as specified in the NHSLA Risk Management Standards 2013-14?**

Response – Not applicable.

**9. Can you tell me how information is provided to patients to support their decision making, including risks, benefits and alternatives where appropriate?**

Response – this is contained within the policy as per Q7.

**10. Can you tell me how the discussion and provision of information to patients is recorded?**

Response – this is contained within the policy as per Q7.

**11. Can you tell me the process for recording that consent has been given?**

Response – this is contained within the policy as per Q7.

**12. Can you tell me how your organisation monitors compliance with points 9 to 11?**

Response – this is contained within the policy as per Q7.

**13. Who has overall responsibility for your Consent to Examination or Treatment Policy. (Their name would helpful)?**

Response - Names and contact details of Trust staff constitute personal data as defined within the Data Protection Act 1998 and as such are exempt under Section 40(2) of the Freedom of Information Act 2000. However, we can advise that this responsibility falls within the remit of Dr Barbara Stuttle, Interim Chief Nurse. Further information regarding the Trust and the Executive Board is readily available on the Trust website. [www.iow.nhs.uk](http://www.iow.nhs.uk)

**Clarification Request:**

**Please can you clarify are you referring to just “Settled claims”?**

**Clarification Received from requestor:**

**No all claims, not just settled ones.**

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

**Freedom of Information Team**

