

Ref FOI17 469
Date 27 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.

a. What was the total number of complaints received during the financial years 2015-16, and 2016-17?

2015-16 – 253 complaints.

2016-17 – 192 complaints.

b. Please break down the total number of complaints by service area.

Please see attached information.

c. How many complaints were escalated to the ombudsman?

2015-16 – 8 complaints

2016-17 – 11 complaints

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