

freedom.information@wvt.nhs.uk

28 January 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0437

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////REQUEST

Last year (2018-19) for your acute Trust:

1. How many complaints were upheld by the Ombudsman?
2. How many complaints were partly upheld by the Ombudsman?
3. What was your complaints (3 working days) performance as a percentage?
4. What was your complaints (final response) performance target in days?
5. What was your performance as a percentage in response to this target? (e.g. 75% of complaints are answered within 25 working days or as agreed with the complainant)
6. How many days does it take on average for you to respond to a complaint?

Please add these numbers to this table:

Question	1.Upheld	2. PartUph	3. 3WD%	4. WD Tgt	5. WD % Achievement	6. Avg Tot Days
Answers	Nil.	Less than 6*	100	25 or timescale agreed with complainant	81	27

***This relates to a low number. Under section 40(ii) of the Freedom of Information Act 2000, statistically low numbers that potentially identify personal data are required to be withheld because of the Trust's obligations to protect personal data under the Data Protection Act 2018 and General Data Protection Regulation 2018.**

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford
HR1 2DX
Email: freedom.information@wvt.nhs.uk

Glen Burley, Chief Executive

Russell Hardy, Chairman

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

Telephone: 01625 545 745 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value. Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm