

**Freedom of Information is located at:**  
Wye Valley NHS Trust,  
Monkmoor Court,  
31-34 Commercial Road,  
Hereford, HR1 2BG  
[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

**INFORMATION REQUEST FOI2022/327**

07 November 2022

**Thank you for your Freedom of Information request.**

1. In your trust, in **each** of the last 5 calendar years, how many formal patient/family complaints were made regarding communication?
2. How many of these complaints were regarding lack of updates to Next of kin or patient families?
3. In your trust in the last 5 years, what were the top 5 categories for complaints? For example, 'communication' or 'clinical care' may be examples

**I have considered your request and have set out the Trust's response below:**

1.

<b>2017</b>	30
<b>2018</b>	26
<b>2019</b>	27
<b>2020</b>	131
<b>2021</b>	277

2. 155

3.

COMMUNICATIONS
CLINICAL TREATMENT
PATIENT CARE
VALUES AND BEHAVIOURS (STAFF)
TRUST ADMIN/POLICIES/PROCEDURES INCLUDING PATIENT RECORD MANAGEMENT

**Please note that a record of previous Trust FOI responses is now available to consult online by visiting:**

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns my 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 dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact me and I will arrange this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Telephone: 0303 123 1113 Web site: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

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