

Information Governance Service
Chippenham Community Hospital
Rowden Hill
Wiltshire, SN15 2AJ
Email: whc.legal@nhs.net

benedict.gallagher@hotmail.com
Benedict Jon Gallagher

Reference Number: 17_21-22

21 December 2021

Dear Benedict Jon Gallagher,

FREEDOM OF INFORMATION ACT 2000

Please find the answer to your Freedom of Information request, received 14 December 2021 below.

- 1) *In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?*

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

Answer: 99 complaints were received and responded to during this period

- 2) *In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?*

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

Answer: 7 complaints were in relation to visiting inpatients

- 3) *In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?*

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

Answer: Less than 5 incidents were reported regarding abusive behaviour from relatives regarding visiting restrictions

- 4) *Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?*

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.'

Answer: Due to the constant changing guidance, we are constantly reviewing the circumstances surrounding patient visiting and adapting our guidance accordingly. We have consistently worked throughout the COVID pandemic to maintain visiting for compassionate (end of life) and mental health reasons (which is something our communities have thanked us for).

If you have any further queries, please contact the Freedom of Information Team.

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If you would like to request a review, please write to:

Information Governance Service
Chippenham Community Hospital
Rowden Hill
Wiltshire, SN15 2AJ
Email: whc.legal@nhs.net

If you remain dissatisfied, after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct the organisation to respond to your request differently, if it is considered that your request was handled incorrectly.

You can contact the Information Commissioner's Office at the following address:

Information Commissioners Office
Wycliffe House
Water Ln
Wilmslow
SK9 5AF

Yours sincerely,

Freedom of Information Team