21st October 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210926.

You requested the following information, please also see our response below:

How many formal complaints have been launched against NHS 111 in the South East Coast excluding East Kent, Sussex and Kent areas in the last five years.
Could I get the information in a table with the following details.

If the five years is too expensive, then could I have the last three years from 2019 to 2021.

Year (calendar year)	Number of formal complaints launched against NHS direct/111 services	Number of complaints involving death of a patient	Number where NHS 111 was found to have made no error/took appropriate action	Number of complaint procedures involving death of a patient where NHS 111 was found to have made no error
2017	**N/A**	**N/A**	**N/A**	**N/A**
2018	**N/A**	**N/A**	**N/A**	**N/A**
2019	4	0	1	0
2020	0	0	0	0
2021	2	0	1*	0

*One complaint is still under investigation as only just received.

We have chosen the following CCG area and searched for complaints received for our NHS111 service from complainants based in those CCGs listed below:

East Berkshire CCG

East Surrey CCG

Guildford and Waverley CCG

North East Hampshire and Farnham CCG

North West Surrey CCG

South Norfolk

Surrey Downs CCG

Surrey Heartlands CCG

Surrey Heath CCG

Please note that the above information is not for our catchment area for NHS 111 services. Low number of complaints maybe due to the other NHS111 services being busy and us taking their overflow calls.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust