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7th March 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/02/12.

You requested the following information:

- In the last four financial years can I ask how many complaints by
 - a) NHS staff
 - b) patients and their families about staffing levels? Can I have that broken down by patients and families and NHS staff and broken down year on year.
- I would like the number of complaints about staffing numbers as a percentage of your total complaints

As a Trust there are instances where we do receive and register complaints regarding delays to our services. However, the configuration of our database system means that these are not specifically recorded under staffing levels and may relate to numerous factors, some of which are outside our control.

- Can you provide the total number of complaints and the top three complaints in each of the last four financial years?

Please see the table below which shows the requested information.

Year	Total	1 st Category (%)	2 nd Category (%)	3 rd Category (%)
Current ytd 01/04/2016 – 03/03/2017	1333	Staff Conduct/Attitude 281 (21%)	Pathways 226 (17%)	Timeliness A&E 215 (16%)
2015 – 2016	2151	Staff Conduct/Attitude 443 (21%)	Timeliness PTS 428 (20%)	Transport Arrangements 313 (15%)
2014 - 2015	2678	Timeliness PTS 657 (25%)	Staff Conduct/Attitude 489 (18%)	Transport Arrangements 291 (11%)

2013 - 2014	1095	Timeliness PTS 269 (25%)	Staff Conduct/Attitude 195 (18%)	Pathways 195 (18%)
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Definitions:

Staff Conduct/ Attitude – These are complaints about staff demeanour/ communication etc. This is NOT about clinical treatment.

Pathways – This is the triage system that is used when a 999 call is answered. It decides the outcome of the call – whether an emergency ambulance needs to be sent and within what timescale.

Timeliness A&E – These are complaints about the length of time an emergency ambulance took to reach a patient.

Timeliness PTS – These are complaints about the timeliness of the Patient Transport service

Transport arrangements – These complaints cover the Patient Transport Service (Service only provided for Surrey in 2016 – 2017. Contract for Sussex taken by Coperforma.

I hope you find this information useful.

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

FOI@secamb.nhs.uk

Yours sincerely

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

