

Freedom of Information Request**Ref: UHB 17-591**

Date 7 November 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

1) In the past 5 years how many complaints have you had regarding communication with or supplying information to patients (written and oral)?

Between 01/10/2012 – 26/10/2017 the Trust received 1,165 complaints regarding communication with or supplying information to patients.

2) In the past 5 years how many complaints have you had regarding the inappropriate or incorrect taking of consent?

Between 01/10/2012 to 26/10/2017, the Trust received 9 complaints regarding the inappropriate or incorrect taking of consent.

3) If the level of detail in questions 1 and 2 is unknown then please say how many complaints have you had in the past 5 years categorised as communication complaints?

Between 01/10/2012 to 26/10/2017, the Trust received 1,614 complaints categorised as communication complaints.

4) In the past 5 years how many claims for compensation have you had involving the inappropriate or incorrect taking of consent?

The University Hospitals Bristol NHS Foundation Trust reports all clinical negligence claims received by the Trust to the NHS Litigation Resolution (NHSR) to deal with on our behalf. There is no direct cost to the Trust in respect of individual claims. The Trust pays an annual contribution to the NHSR who then pays all damages and costs.

Detailed information regarding the number of claims and payments made is contained within annual factsheets on the NHSLA's website:

<http://www.nhsla.com/Pages/Publications.aspx?library=currentactivity%7cfactsheets%7cfactsheet5trustandhealthauthorityclaimsdata>

The Trust does not record claims by category, ie medication errors. The NHSR may be able to categorise the Trust's claims, and can be contacted at foi@nhsla.com

- 5) If the level of detail in question 4 is unknown please say how many claims for compensation have you had categorised as communication claims?**

Please see response to question four.

- 6) How much did you pay the NHSLA for insurance last year?**

Please see response to question five.

- 7) Can I have a copy of your Consent to Examination or Treatment Policy?**

Please see attached

- 8) If no Consent to Examination or Treatment Policy exists then can you supply me with your approved documented process for obtaining consent, as specified in the NHSLA Risk Management Standards 2013-14?**

Not applicable

- 9) Can you tell me how information is provided to patients to support their decision making, including risks, benefits and alternatives where appropriate?**

Patients are provided with information verbally at consultations and are also given patient information leaflets to support them where appropriate.

Patients are given a copy of the consent form which details the risks benefits.

If consent taken in advance of procedure, patients are required to provide confirmation when attend to confirm that they have no further questions and happy to proceed.

On occasion, patients may also be directed to websites.

- 10) Can you tell me how the discussion and provision of information to patients is recorded?**

This information is recorded in the patient's clinical notes and consent form.

- 11) Can you tell me the process for recording that consent has been given?**

The patient will have given written consent in the consent form.

- 12) Can you tell me how your organisation monitors compliance with points 9 to 11?**

The Trust undertakes a consent audit which covers written consent documentation.

- 13) Who has overall responsibility for your Consent to Examination or Treatment Policy. (Their name would be helpful)?**

Jane Luker, Deputy Medical Director.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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