

**Request for information under the Freedom of Information Act – 2023.132**  
**Released – 13 July 2023**

Thank you for your email received 10 July 2023 requesting information regarding complaints and claims.

Please find detailed below a summary of your request, together with our response.

***Summary of your original request:***

***1. How many complaints has the trust received from July 2022 to July 2023?***

There were 305 complaints from 1 July 2022 -1 July 2023

***2. How many of these complaints are related to poor or substandard care?***

We do not record complaints by just poor or substandard care, due to national reporting; therefore we cannot provide information for this part of your request in these categories

***3. How many medical negligence claims were lodged against the trust in the same period?***

17

***4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?***

The Trust does not pay out any medical negligence claims, these are paid through our CNST Indemnity scheme by the NHR; therefore we do not hold information for this part of your request.

Chair John Goulston Chief Executive Mairead McCormick  
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