FOI 3500

Date 13/12/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Complaints, litigations and what they cost at Luton & Dunstable Hospital.

1. How many complaints were made to your patient liaison service or via other means about patient care for the calendar years 2018, 2019, 2020, 2021, 2022, 2023, 2024?

2018 - 615 (118 upheld, 219 partially upheld, 276 not upheld)

2019 – 508 (102 upheld, 207 partially upheld, 199 not upheld)

2020 – 481 (102 upheld, 244 partially upheld, 135 not upheld)

2021 – 451 (86 upheld, 216 partially upheld, 149 not upheld)

2022 – 489 (77 upheld, 206 partially upheld, 204 not upheld)

2023 – 534 (59 upheld, 172 partially upheld, 303 not upheld)

2024 – 471 (42 upheld, 94 partially upheld, 222 not upheld)

1. For the same years, please state the number of complaints fully upheld, partially upheld and not upheld. If you don't record outcomes in this way, please provide numbers of complaints and outcome as recorded by your patient liaison service.

Please see above

1. For the same years, please state the number of complaints that resulted in court proceedings for the hospital or trust. Please also give the outcomes for these proceedings.

Please make a FOI request to NHS Resolution for the claims data and payouts for claims linked to complaints

1. For the same years, please state the cost of these proceedings - including legal costs, and any payouts to complainants

Please make a FOI request to NHS Resolution for the claims data and payouts for claims linked to complaints

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust