



Freedom of Information Team  
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Date: 27/08/2021

Ref: 21-22 225

### **Freedom of Information request**

Firstly, please accept our sincere apologies for the delay in responding to you. Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 21/07/2021. Please see responses to your requests below.

**1. How many PALS enquiries and official complaints your Trust has received from patients concerned about?**

**a) The impact of the coronavirus pandemic and your Trust's response on their or their family member's access to cancer treatment?**

The Trust has received zero complaints and two PALS enquiries from patients regarding access to cancer treatment.

**b) Access to cancer testing - including tests to find out whether their or their family member's cancer has spread, returned or occurred for the first time?**

The Trust received zero complaints and zero PALS enquires regarding access to cancer testing.

**2. For the five most recent PALS enquiries/official complaints received, please provide me with...**

**a) A summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being postponed for a month)  
PALS enquiry 1**

Despite three referrals, not appointment had yet been received for cancer treatment.

**PALS enquiry 2**

Unhappy appointment delayed due to COVID-19.

**b) The exact wording of the complaint, with redactions to remove potentially identifying information  
PALS enquiry 1**

Referrals made since August 2020; has seen the nurse oncologist but still no monitoring or scans have taken place; believed to be waiting for a 24hr urine monitoring test

**PALS enquiry 2**

Patient undergoing treatment for breast cancer. Patient had operation on 9<sup>th</sup> March 2020. Patient feeling very upset about the service from the trust due to being left without any ongoing care. Patient concerned about length of delay for ongoing treatment for secondary cancers and delay in results.

Patient has anxiety caused by the delay. Patient concerned about interruption to cancer treatment.

**c) What action the Trust took in response**

**PALS enquiry 1**

Trust doctor contacted the patient and resolved the complaint over a telephone call. They have now been seen in clinic.

**PALS enquiry 2**

An appointment was arranged for the patient. The patient contacted and informed the department. All results were available, and the patient was happy.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team