



**Portsmouth Hospitals
University**

Re **NHS Trust**

Freedom of Information Team
Post Room
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Name:
Email:
Date: 09/09/2021
Ref: 21-22 295

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 02/09/2021. Please see responses to your requests below.

Could you please tell me, between March 1st 2020 and the date of this email (02/09/2021):

1) How many comments through the patient advice and liaison system (PALS)*, as well as official complaints, has your Trust received from patients complaining about limited access to neonatal care units as a result of COVID-19 restrictions?

Please do this by searching for complaints containing any of the words "neonatal", "covid", "covid-19", "coronavirus", "incubator", "baby".

The Trust has received no complaints regarding the neonatal care unit as a result of the Covid-19 restrictions.

**2) Can you select the five most recent complaints and provide me with the following details:
a) a summary of the complaint (e.g., a couple whose baby spent two weeks in an incubator following premature birth complained about not being allowed to enter the neonatal care unit together and for only a limited number of hours per day)?**

Not applicable.

b) the exact wording of the complaint, with redactions to remove potentially identifying information?

Not applicable.

c) what action the Trust took in response?

Not applicable.

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 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