



Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Date: 31/12/2021

Ref: 21-22 473

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 14/12/2021. Please see responses to your requests below.

- 1. In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?**

The Trust received 594 formal complaints within the above timeframe.

- 2. In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?**

The Trust received 9 formal complaints within the above time frame around patient visiting.

- 3. In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?**

This level of information is not readily retrievable from our electronic system as this detail would be recorded in the free text section. . To extract this information, we would have to search through a significant number of records. It is estimated that to attempt to retrieve all the information you require would take a considerable amount of retrieval time, which would exceed 18 hours. This would exceed the appropriate limit for dealing with a Freedom of Information Request, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

- 4. Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?**

The trust follows the publication of national guidance and adapts internal policies to reflect this. Currently there has been no national guidance on when Trusts should consider reverting to pre Covid-19 policies.

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