



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

Name:
Email:
Date: 03/08/2023
Ref: 23-24 228

Dear

RE: 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 10/07/2023. Please see responses to your requests below.

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

The Trust has received a total of 347 complaints between 01/07/2022-30/06/2023.

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

The Trust doesn't use this as a subject category and so we are not able to provide the information requested. If you would like to refine your request, we will be happy to consider a revised request.

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

The Trust received a total of 89 medical negligence claims against the trust in the same period.

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 has paid out a total of £13,349,173 in medical negligence claims in the past 12 months 01/07/2022-30/06/2023.

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