

30th December 2024

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Friday 5h December 2024. I am pleased to confirm the following.

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?

2022 - 93

2023 – 124

2024 -139

2, 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.

2022 - Upheld 41, partly upheld 27, not upheld 11, no decision made 13

2023 – Upheld 59, partly upheld 55, not upheld 9, no decision made 1

2024 – Upheld 52, partly upheld 59, not upheld 8- still open decision pending 20

3, 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.

We are unable to pull this information from our systems

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

We are unable to pull this information from our systems

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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