

Ref. No: 426091221
From: Public
Date: 09/12/21
Subject: Impact of Visiting Policies

REQUEST & RESPONSE

- 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)?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

470 formal complaints

- 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?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

6 formal complaints

- 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)?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

There are 4 incidents reported on Datix.

- 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?

There is no defined set of criteria in place to revert back to pre-pandemic visiting as there are many factors that need to be taken into consideration, including national and local rates of transmission, emergence of new variants where knowledge is limited and the number of patients within the hospital who are positive. The restrictions on visiting are reviewed regularly and, as soon as it is considered safe to do so, these restrictions will be lifted in a measured way.