

<b>File reference</b>	W18FOI353
<b>Key words</b>	Compliments
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<b>Attachments</b>	No

## **Freedom of Information Act Disclosure log - Reply Extract**

**You asked**

**We are conducting research on what can be learned from examining patients' letters of compliment.**

**Compliment letters are written expressions of gratitude, thanks, and support that are sent to individual members of staff, units, patient experience departments or the CEO.**

**FOI Request:**

**1) How many compliments did your trust receive in 2017?**

Between 01.01.2017 – 31.12.2017, 291 compliments were received.

**2) Do you have a procedure for handling compliments?**

Yes

**3) Do you respond to the authors?**

Yes

**4) Do you pass the compliments onto to the complimentees?**

Yes

**5) Do management see copies of compliments?**

Yes

**6) Do you analyse the content of compliments?**

No

**Attachments included: No**