

File reference	W18FOI592
Key words	Patients on an End-of-Life Care Plan and Complaints relating to End-of-Life Care
Date of release	28/02/2019
Attachments	No

Freedom of Information Act Disclosure log - Reply Extract

You asked

- 1. Please list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 - 2018.**

We do not collect this data routinely and this is not available for this period. The Trust does take part in the national end of life care audit.

- 2. Please detail the number and type of complaints relating to end of life care per year for the years 2011 - 2018. Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc) and whether the complaint was upheld.**

The Trust does record complaint data and records whether this is related to end of life however the data is not accurate for the full period and the system is being reviewed

The Trust would be required to manually check that each complaint raised directly related to that pathway and not some other aspect of their care. It should also be noted that the specification for end of life services has also changed to include care home support. We are sorry that we could not be more helpful on this occasion. Please refer to our legal notes below. We are unable to provide accurate detailed information. Please refer to the statement above.

We can advise you that the November 2018 Trust Board paper includes a Care Quality Commission Action Plan. This includes a number of developmental actions for complaint management and the Integrated Performance Report that includes monthly complaints metrics. This is publicly available here:

<https://www.plymouthhospitals.nhs.uk/trust-board-meetings-and-papers>

Legal Notes: University Hospitals Plymouth NHS Trust (UPHT) is confirming in accordance with section 1 (a) of the Act that it does not hold the information requested in any collated format. Individual records of how someone was treated and their conditions would be held in clinical records, but the Trust could not locate, extract and collate such information as requested within the limitations of the Act. Based on a rate of £25 per hour, in accordance with the Fees Regulations, we estimate that it will cost in excess of £450 to locate, retrieve and extract the information you have requested. This sum exceeds the appropriate limit of £450 as defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

It is therefore considered exempt from supply in accordance with section 12(1) of the Act – Request exceeds the appropriate limit by virtue of section 13.-(1)(a) – The Cost of Compliance exceeds the appropriate limit.

UPHT publishes an annual report to show expenditure this can be accessed via the following link: <https://www.plymouthhospitals.nhs.uk/our-publications>

Attachments included: No