

Freedom of Information Act Disclosure log - Reply Extract

File reference	W21FOI071
Key words	Discharge Process and Complaints Procedure
Date of release	15/06/2021
Attachments	No

You asked

Please provide a copy by email of the Plymouth Derriford Hospital discharge process/procedure and also the complaints process/procedure for clinical negligence.

Our reply:

The requested documents can be found on the Trust Policies page <https://www.plymouthhospitals.nhs.uk/trust-policies> Please see the following:

- **Managing and Responding to Formal Complaints Policy** under the **Patient Services heading** – Although the policy does not specifically mention clinical negligence complaints, where received by PALS, complaints which mention clinical negligence are dealt with in the same way as any other complaint. There is no separate recorded procedure relating to clinical negligence complaints.
- **Hospital Discharge Policy** under the **Operational Management heading** – This is a national policy to which the Trust currently refers. It is called Hospital Discharge Service and Operating Model. Please use the attached link if you prefer: <https://www.gov.uk/government/publications/hospital-discharge-service-policy-and-operating-model>

You may also find the following links helpful:

<https://www.plymouthhospitals.nhs.uk/pals>

<https://www.plymouthhospitals.nhs.uk/comments-and-concerns>

Legal notes

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified by virtue of section 21.

Section 21 – Information accessible by other means

The Trust is refusing to supply published information in accordance with section 21.- (1)- information accessible by other means. Links to published information are provided for your ease.



**University Hospitals
Plymouth**
NHS Trust

Attachments included: No