

Freedom of Information Act Disclosure log - Reply Extract

File reference	W21FOI211
Key words	PALS Enquiries and Complaints About the Impact of the Pandemic
Date of release	05/08/2021
Attachments	No

You asked

Could you please tell me between January 1st 2021 and the date of this email (21st July 2021):

- 1) How many PALS enquiries and official complaints your Trust has received from patients concerned about
 - a) the impact of the coronavirus pandemic and your Trust's response on their or their family member's access to cancer treatment
 - b) and access to cancer testing - including tests to find out whether their or their family member's cancer has spread, returned or occurred for the first time

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

There have been five or fewer PALS enquiries and official complaints in total.

- 2) For the five most recent PALS enquiries/official complaints received, please provide me with
 - a) a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being postponed for a month)
 - b) the exact wording of the complaint, with redactions to remove potentially identifying information
 - c) what action the Trust took in response

The Trust is refused this part of your request because it is personal information.

Each PALS enquiry and complaint, the responses to these and the outcomes are based on the individual concerns raised. Owing to the small number, it is not possible to provide the wording or outcome of each complaint/PALS enquiry without potentially revealing patient identifiable data. Please refer to the legal notes below.

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 because it constitutes personal information.

Please find the answers to your questions noting that we have redacted the data set where numbers are five or fewer. Figures of five or fewer are considered personally identifiable information. Our approach avoids a breach of the first two Data Protection Act principles and the general right to object to processing, whilst providing you with as much detail as possible. This is in accordance with section 40.-(2)(a) and (b) by virtue of the first and second condition.

As the number is five or fewer, the Trust is unable to provide any details.

Attachments included: No