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Request for Information Reference: 12.21.24

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Email only

5th January 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 9th December 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Impact of Visiting Policies and I am providing the following information in response to your specific questions:

- 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.

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- 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.

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- 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.

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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?**

The Trust refers to and follows the National Guidance which contains explicit definitions at this time.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator