



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2023/9042

Date Received: 10<sup>th</sup> July 2023

Response Due: 7<sup>th</sup> August 2023

Date: 25<sup>th</sup> July 2023

Dear Sir/Madam

You asked:

**Under the Freedom of Information Act 2000, please can you disclose the following information:**

**1. How many complaints has the trust received from July 2022 to July 2023?**

538 Formal complaints from 1 July 2022- 30 June 2023.

**2. How many of these complaints are related to poor or substandard care?**

59 were in relation to the subject of patient care.

**3. How many medical negligence claims were lodged against the trust in the same period?**

The Trust received notification of 62 claims during this period.

**4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?**

The Trust paid £3,005 in damages on clinical Negligence settlements during this period.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sanjay Arya', written over a horizontal line.

Sanjay Arya  
Medical Director

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111