



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID OP 203 under the Freedom of Information Act 2000 regarding:-

Complaints & Claims

Your request is set out below:

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

Kent and Medway NHS and Social Care Partnership Trust (KMPT) received 390 reportable complaints within the period of July 2022 to July 2023.

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

All complaints received are regarding an aspect of care which has been perceived as poor or not met expectations. Therefore, to narrow it down to the specific parameters you have requested would require a manual exercise to review and extract the requested information, as this is not held centrally and is held within individual complaints records. This would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

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

KMPT have received 22 clinical negligence claims for 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?

KMPT does not pay these claims as they are paid by NHS Resolutions.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department