

Freedom of Information Request	FOI 22-202	19 <sup>th</sup> May 2022
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**1) a) How many complaints has The Emergency Department (ED) at The Grange received since its inception?**

The Health Board's Putting Things Right Team has searched its Complaint Reporting System (DATIX) and advised that there have been 242 complaints received related to the Emergency Department, Grange University Hospital (GUH) since it opened in November 2020.

**b) Please can you give a breakdown of age and type of complainant.**

The Health Board does not routinely record this information and would have to review every record to determine this. Therefore, in order to comply with your request, the Health Board has established that this would exceed the appropriate costs limit under Section 12 of the Freedom of Information Act 2000 which is currently £450. As you will be aware this is not an exemption which requires us to consider the application of the public interest test. We have calculated that it would take in excess of 18 hours to review the record of each patient.

**c) I am aware you cannot give personal information, however, what action was taken on each complaint?**

The Health Board does not routinely record this information on the Complaint Report System (DATIX). However, the Putting Things Right Team have advised that of the 242 complaints received 184 were categorised as formal complaints and 58 categorised as early resolution where they were resolved within 1-working day.

Please note to provide a breakdown of the action taken on each complaint, the Health Board would have to review every record to determine this. Therefore, in order to comply with your request, the Health Board has established that this would exceed the appropriate costs limit under Section 12 of the Freedom of Information Act 2000 which is currently £450. As you will be aware this is not an exemption which requires us to consider the application of the public interest test. We have calculated that it would take in excess of 18 hours to review the record of each patient.

**2) a) Can you also provide any information on documents regarding the treatment of vulnerable dementia patients whilst in ED at the Grange eg patients charter.**

The Health Board uses a document called ['This is Me'](#) for patients who have dementia which is completed with the patient/relatives and includes patients likes/dislikes, care plans and ensures patients personal needs/interests are taken into consideration when making decisions around their care.

**b) Can you also provide information on what training ED staff with regards to Dementia. Do they receive refresher training eg annually.**  
Staff complete mandatory online Dementia Care training. The Health Board also hold Dementia Workshops which staff can attend. There is also a dedicated Dementia Lead assigned for the Emergency Department.

**3) Since it's inception has the ED at The Grange received any improvement notices from any recognised body? If so please list an advice what was done I am seeking further advice on this question**  
Since the opening of the Emergency Department, Grange University Hospital the Health Board has received no improvement notices.

**4) Finally, please provide statistics on assaults and verbal abuse on staff in ED The Grange**  
Please see below information requested for Emergency Department since the opening of the Grange University Hospital in November 2020:

Type	Number
Physical Assaults	27
Verbal Abuse, including aggressive, intimidating behaviour	245