

Your Request:

1) how many complaints have been received by the Cheshire and Merseyside area (pre and post restructuring) in the last 24 months in relation to documentation errors relating to Continuing Health care services?

Our Response:

Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in respect of the number of complaints received in relation to documentation errors relating to NHS Continuing Healthcare (CHC) services:

Cheshire

1) Three.

Halton

1) Nil.

Knowsley

1) Two.

Liverpool

1) Nil.

South Sefton

1) 26 complaints received regarding NHS Continuing Healthcare*.

Southport & Formby

1) 32 complaints received regarding NHS Continuing Healthcare*.

St Helens

1) Nil.

Warrington

1) Nil.

Wirral

1) One.

* NHS Cheshire & Merseyside ICB does hold information on the number of recorded complaints received relating to NHS Continuing Healthcare Services by the former CCG areas of NHS South Sefton CCG and NHS Southport & Formby CCG. However, these are not categorised specifically into whether they relate to 'documentation errors'.

To comply with this part of your request would require a member of staff to search, locate, retrieve and review each of the complaints received by these two former CCG areas relating to NHS Continuing Healthcare services over the last 24 months, to determine whether each complaint specifically related to a documentation error. Based on it taking a member of staff approximately 20 minutes to search, locate, retrieve and review each of these 58 complaints received relating to NHS Continuing Healthcare services to identify if they related specifically to a documentation error, would equate to approximately 19.5 hours of staff time to undertake this task to obtain this specific information.

NHS Cheshire & Merseyside ICB has estimated that compliance with this part of your request for information would therefore exceed the appropriate cost limit of £450 (18 hours in staff time). NHS Cheshire & Merseyside ICB is therefore engaging Section 12: 'Exemption where cost of compliance exceeds appropriate limit', of the Freedom of Information Act 2000 in relation to this part of your request.

Your Request:

2) how many complaints about document errors were escalated to The Health Service Ombudsman in the last 24 months?

Our Response:

2) Information not held, as this would be initiated by the complainant. You may wish to redirect your request for this information to the Health Service Ombudsman who can be contacted for Freedom of Information request via: informationrights@ombudsman.org.uk.