

Reference Number: FOI202122398
From: Private Individual
Date: 09 December 2021
Subject: Restricted Patient Visiting Policies

Q1 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.

A1 [258 complaints](#)
[9176 helpline calls](#)
[2052 PALS complaints](#)

Q2 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.

A2 [One formal complaint](#)
[3730 helpline calls](#)
[55 PALS \(informal complaints\)](#)

Q3 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.

A3 [11](#)

Q4 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?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

A4 [The Trust continues to follow guidelines set by NHS England](#)