Freedom of information request

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

Your questions and our response are below.

1. In the past 5 years how many complaints have you had regarding communication with or supplying information to patients (written and oral)? 681
2. In the past 5 years how many complaints have you had regarding the inappropriate or incorrect taking of consent? 12
3. If the level of detail in questions 1 and 2 is unknown then please say how many complaints have you had in the past 5 years categorised as communication complaints? n/a
4. In the past 5 years how many claims for compensation have you had involving the inappropriate or incorrect taking of consent? 10
5. If the level of detail in question 4 is unknown please say how many claims for compensation have you had categorised as communication claims? n/a
6. How much did you pay the NHSLA for insurance last year? £7,156,702.00
7. Can I have a copy of your Consent to Examination or Treatment Policy? Please see attached
8. If no Consent to Examination or Treatment Policy exists then can you supply me with your approved documented process for obtaining consent, as specified in the NHSLA Risk Management Standards 2013-14? n/a
9. Can you tell me how information is provided to patients to support their decision making, including risks, benefits and alternatives where appropriate? See policy
10. Can you tell me how the discussion and provision of information to patients is recorded? See policy
11. Can you tell me the process for recording that consent has been given? See policy
12. Can you tell me how your organisation monitors compliance with points 9 to 11? See policy