

25 October 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

By email

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **28th September 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, the Patient Safety functions under section 13R of the NHS Act 2006 have been exercised by the NHS Trust Development Authority, as part of the integrated organisation known as NHS Improvement.

Your request

You made the following request:

“Dear Sir/Madam,

I am writing to request some information under the Freedom of Information Act 2000.

Please could you tell me how many patient safety complaints you have received in relation to the following medical-triage applications or web services since January 2015? Please include the most up-to-date statistics you have.

*Babylon
Sensely
Expert24
Pathways*

Many thanks,”

Decision

NHS Improvement does not hold the information that you have requested. People sometimes come to us for help when they have a complaint or concern about the NHS. We take complaints very seriously, but our duties do not include resolving individual complaints about healthcare providers under the NHS complaints procedure. When we receive a complaint about the provision of healthcare, we signpost the complainant to the most

appropriate organisation to address their concerns. Information on complaints from patients related to any of these apps/web services may be held by NHS England in their role as commissioners, by the Medicines and Healthcare products Regulatory Authority (MHRA), or by NHS Digital.

You can contact these bodies via:

<https://www.england.nhs.uk/contact-us/foi/>

<https://www.gov.uk/guidance/contact-mhra>

<https://digital.nhs.uk/article/253/Freedom-of-Information>

Please note that we do receive patient safety incident reports which may make reference to the systems you list. These would not be considered as 'complaints' but if you would like to make a data request about the patient safety incidents you can do under FoI at NHSI.FOI@nhs.net or through data request at nrls.datarequests@nhs.net.

Please note we also receive contacts via other routes, such as email and social media, from individual healthcare professionals or groups or members of the public who are drawing our attention to a safety issue or concern.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement