

Freedom of Information Request – 4384

FOI Request:

1) How many compliments did your trust receive in 2017?

** see p.52 of the Trusts 2017/2018 Quality report at
<https://www.jpaget.nhs.uk/media/401620/Quality-Report-2017-18.pdf>*

*Data regarding compliments is also reported in the Trust's monthly Quality and Safety reports that can be found at:
<https://www.jpaget.nhs.uk/about-us/board-of-directors/meetings/#>*

2) Do you have a procedure for handling compliments?
Yes

3) Do you respond to the authors?
Yes

4) Do you pass the compliments onto the complimentees?
Yes

5) Do management see copies of compliments?
Yes

6) Do you analyse the content of compliments?
Yes