

## Freedom of Information Request **20 190**

**Our Reference:** FOI 20 190 / AA / LP  
**Name:**  
**Date:** 15<sup>th</sup> November 2020  
**Address:**

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I would like to submit a Freedom of Information request to gather the below information for the time period of March 2019 – April 2020:

Population served:

No. of inpatient beds (MH and Community): 245

No. of patients cared for: 58726

No. of community contacts: 540219

No. of outpatient appointments: Attended - 3379

No. of staff: Substantive - 2841, Bank – 243, All staff = 3084

Annual Funding: This information is available in the Trust's Annual Report which is already in the public domain -:

<https://www.humber.nhs.uk/downloads/Annual%20Reports%20and%20Accounts/Humber%20Teaching%20NHS%20Foundation%20Trust%20-%20Annual%20Report%202019-20.pdf>

No. of complaints received: 231

No. of those complaints upheld: 123

No. of resolved complaints: 243

Timeframe for resolving complaint: 30, 40 or 60 working days

No. of complaints responded to within timeframe: 42 were sent later than the date originally identified.

No. of PALs contacts or concerns: 356



No. of referrals to the Ombudsman: 3

PALs service on offer: Yes

No. of serious incidents: 19

Deadline for responding to Serious incidents: Timescale for internal completion is 12 weeks.

Kind regards,

Freedom of Information Team  
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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



[www.humber.nhs.uk](http://www.humber.nhs.uk)



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