

## FOI\_0594\_21/22 – FOI request concerning - Impact of Covid Visiting Policies

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*The request is for an independent research to investigate the impact of restricted patient visiting policies that have been introduced following the onset of the Covid19 pandemic on the NHS employee / service user relationship. For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.*

Please provide the following information:

- 1) 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)?

We received 253 complaints during this period.

- 2) 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?

4 complaints during this period mentioned restrictions due to patient visiting policies.

- 3) 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)?

There have been no incidents of abuse reported by staff which also mentions the visiting policy or restrictions in visiting due to COVID-19.

- 4) 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?

We are currently following national guidance for visiting: Visiting healthcare inpatient settings during the COVID-19 pandemic: principles, 1 January 2022.

We will continue to follow this guidance and provide any updates as soon as they are available