

Information provided by Hope Community Healthcare Limited in relation to Mundesley Hospital

Info request 1: The number of complaints raised by NHS patients at Mundesley, either whilst and in-patient or after leaving the facility, and the number of those reported to the police or Local Authority Designated Officer?

Response: In the period January to September 2017, 7 NHS patient complaints were received by Hope Community Healthcare Limited and 2 of these were referred to the Norfolk County Council Safeguarding Team.

Info request 2: The staffing levels at Mundesley – month-by-month figures for 2017 showing actual numbers on shift as well as expected numbers and the mix of registered and non-registered staff?

Response:

Mundesley Hospital Staffing Levels 2017												
Month	Day				Night				Day		Night	
	Registered Nurses		Care Staff		Registered Nurses		Care Staff					
	Total Planned Staff Hours	Total Actual Staff Hours	Total Planned Staff Hours	Total Actual Staff Hours	Total Planned Staff Hours	Total Actual Staff Hours	Total Planned Staff Hours	Total Actual Staff Hours	Average Fill Rate as % Planned Hours Registered Nurses	Average Fill Rate as % Planned Hours Care Staff	Average Fill Rate as % Planned Hours Registered Nurses	Average Fill Rate as % Planned Hours Care Staff
Jan-17	2139	2139	7268	7142	713	713	4761	4727	100.0%	98.3%	100.0%	99.3%
Feb-17	1967	1955	6682	6475	644	644	4416	4301	99.4%	96.9%	100.0%	97.4%
Mar-17	2231	2208	5992	5842	644	644	3450	3416	99.0%	97.5%	100.0%	99.0%
Apr-17	2197	2185	5831	5762	690	690	3577	3577	99.5%	98.8%	100.0%	100.0%
May-17	2162	2162	4968	4865	713	713	3036	3013	100.0%	97.9%	100.0%	99.2%
Jun-17	2151	2139	5083	5049	690	690	3278	3220	99.4%	99.3%	100.0%	98.2%
Jul-17	1909	1898	4002	3933	713	713	2381	2335	99.4%	98.3%	100.0%	98.1%
Aug-17	2139	2105	4198	4106	713	713	2358	2323	98.4%	97.8%	100.0%	98.5%
Sep-17	1702	1702	3933	3899	690	690	2496	2496	100.0%	99.1%	100.0%	100.0%

Info note: Representatives from Norfolk and Suffolk NHS Foundation Trust (NSFT) attended NSFT patient review meetings through attending the hospital 2 days every week.