



**Kent and Medway**  
NHS and Social Care Partnership Trust

**Information Governance & Records Management Department**

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Sent via email

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Dear [REDACTED]

**Request for Information**

I write further to your request FOI ID 48330 under the Freedom of Information Act 2000 regarding: -

Pressure Care Complaints

Your request is set out below:

1. Please provide the total number of complaints made to this trust about any subject during the following calendar years:
  - a. 2023  
**467**
  - b. 2024  
**430**
2. Please provide the number of complaints made to this trust that relate to or mention pressure care (including, but not limited to, pressure care, pressure sores, pressure ulcers, pressure wounds, decubitus ulcers, bedsores, or bed sores) during the following calendar years:
  - a. 2023  
**0**
  - b. 2024  
**0**
3. Of the above complaints, also specify how many were brought as patient safety issues by healthcare workers or trust administrators, also categorised by year.  
**0**

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Sheila Stenson

Yours Sincerely

On Behalf of  
The Information Governance Department