NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-26
Subject: Complaints Related to Paediatric Services

Dear Sir/Madam,

Thank you for your email dated **12/01/2026** where you requested information about **Complaints Related to Paediatric Services.**

The information you requested is enclosed.

Question	Answer
• PALS concerns related to paediatric services by year (2019-25)	2019- 34 2020- 24 2021- 34 2022- 34 2023- 34 2024- 45 2025- 34 Or Acute Paediatrics: 176 ICPS (Community Paediatrics): 50 0-19 Service: 13 Grand total: 239
• Formal complaints related to paediatric services by year	2023 – 8 2024 – 11 2025 – <5
• Serious incidents (StEIS logged) involving patients under 18 by year	2019 – <5 2020 – <5 2021 – 7 2022 – 8 2023 – 7 2024 – <5 2025 – <5
• Whether any of these resulted in regulatory action, civil claims, or court outcomes	20/21 – 0 21/22 – 0 22/23 – 0 23/24 – 0 24/25 – <5

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton

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