



Patient and Client Council
5th Floor, 12 -22 Linenhall Street
Belfast
BT2 8BS

16th October 2025

By Email

[REDACTED]

Ref: FOI 2600

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 19th September 2025 in which you requested information relating to Pain Management.

Please find the response below.

I am interested in finding out data about PM in Northern Ireland and specifically the numbers of complaints made to PCC or NHS Trusts.

I can advise that PCC have carried out a search and can confirm that we have identified 130 cases that have been recorded.

I'm particularly interested in the demographics and how many men complain vs women.

I should advise that it is not possible for PCC to identify gender, as this is not an identifier within the data held. As such, we would not be able to provide this information.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of

this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Fionnuala Murphy
Business and Governance Manager
Patient and Client Council