



Ref: FOIA Reference 2019/20-126

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 17th June 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 5th June 2019 requesting information under the Freedom of Information Act (2000) regarding feedback.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please could the Trust provide the following information under a Freedom of Information request?

It is believed that the Trust actively invite feedback from patients and the public on their experiences through various methods in order to help the hospital improve their service.

**Therefore, please can you confirm the process as follows?
Should the hospital offer much retrospectively, verbal feedback via e.g. meeting at ward level to show some improvements they feel they have made in response to an individual's concerns and complaints.**

Since it is assumed that the hospital are already collecting such information on improvements:

Can the individual request and can the hospital provide:

- Alternative/versatile ways of feedback, such as a feedback in writing etc. or whatever that individual feels appropriate for them?**

A1 If feedback is requested then we provide this feedback in the way that the individual has indicated they prefer to receive this. This may be face to face, verbally over the phone, via email or in writing. We have “you said” “we did” notice boards in the clinical areas to share changes made as a result of feedback with visitors/patients.

Suggestions received at ward level are responded to by the ward team as required/appropriate. Suggestions and comments received via PALS, communications, complaints and online forums are responded to by the Patient Experience team.

Q2 The individual with the journey of the issue(s) they have raised and the improvements the hospital feel they have undertaken in response, including specific dates and actions in the chosen form?

A2 All suggestions/comments/complaints received by the patient experience team are logged onto Datix.

Q3 If so, what is the process for request and the turnaround period?

NB. The Freedom of information request should please be irrespective of the formal complaint route. Also disregard the verbal complaint route, since unfortunately in this instance - a verbal complaint form was not made available by this specific area of the hospital at the time the issues were experienced.

A3 For comments and suggestions received by the Patient Experience team the response time, if a response is requested, is negotiated with the individual who has made the suggestions.

**Q4 Additionally
If appropriate, is there a general ongoing anonymised, statistical overview/summary of hospital improvements in response to feedback available?**

A4 Information not held.

Q5 To ensure all have the same opportunities in a way best for them - what alternative/versatile methods are already in place and offered as at May 19 inviting/collecting feedback, giving feedback and communicating back to feedback?

Also, is there anything in place for staff?

A5 UHNM has, National and local Surveys, formal and informal complaints, comments and suggestions cards, website, on-line forums, email, social media, text, Hospital User Groups, soft intelligence from third parties such as Healthwatch, CCG and CQC. Face to face, patient stories, local expert groups such as dDeaflinks, Assist, Diabetes UK, Headway and Parkinson's Association.

For Staff :- Freedom to Speak up Guardians and the Chief Executive hold Staff Forums.

- Staff are represented by Trade Union Representatives and can feedback to/receive communications back from their representatives. The Trust has a formal consultative framework in place for regular discussions with the staff-side representation.
- Senior leadership have regular and effective communication with employees. Our Clinical Divisions have Staff Engagement Plans and hold a range of listening events and drop in sessions to encourage staff feedback. The Chief Executive provides, as a minimum, a weekly communication to all staff and the Trust issues regular weekly communications bulletins. The Chief Executive also holds Staff Forums and drop-in sessions. The Trust Board and Executive Directors visit areas of the Trust to talk with staff and a range of 'listening events' are held.
- The National NHS Staff Survey is carried out annually and other local Surveys are held regularly and feedback is provided to staff on actions taken as a result of what they say.

- There are formal and informal systems for staff to raise concerns, complaints, comments and suggestions. The Trust has Freedom to Speak up Guardians and operates a Policy for staff to raising concerns at work.
- Staff may also provide/receive feedback via our on-line staff forum, email

Q6 Please can a copy of the related/associated hospital policy please be provided?

A6 Please refer to the attached policies. Please note that policy RM09 only relates to incidents/claims and complaints.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



**University Hospitals
of North Midlands**
NHS Trust

Jean Lehnert
Information Governance Manager

