



**University Hospitals
of North Midlands**
NHS Trust

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

Ref: FOIA Reference 2018/19-003

Date: 17th April 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 3rd April 2018 requesting information under the Freedom of Information Act (2000) regarding volunteers.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 Could tell me how many volunteers you have working for you. I would appreciate it if you could provide figures for 2017/18, 2016/17 and 2015/16.

A1 Please see below;

2015/16	211
2016/17	293
2017/18	334

*Please note that whilst the volunteers do not work for UHNM they are an added value to our work force

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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,

A handwritten signature in black ink, consisting of a large, loopy initial 'M' followed by a horizontal line extending to the right.

Mojgan Casillas
Interim Information Governance Manager

Dear Sir / Madam,

In an effort to improve the service provided by the University Hospital of North Midlands UHNM Trust, we would like to hear about your experiences of the service provided by the Freedom of Information request team. This information will be used to monitor the quality of our responses to Freedom of Information requests and improve this in the future.

Please could you fill out our Freedom of Information Satisfaction Survey and let us know about your experience. Any information you provide will be anonymous, however, if you are not happy with the service we provided and wish us to review your case please add your Freedom of Information request reference number and email address at the end of the survey for us to respond.

1) How well did the response answer your request?

Fully Mostly Partly Not at all

2) Did you receive your requested information within 20 working days?

Yes No

3) What was the overall quality of service provided?

Very good Good Satisfactory Poor

4) Is there anything we could do to improve the service provided in the future?

Thank you for your help.

Information Governance Team

Please reply to foi@uhnm.nhs.uk