



Ref: FOIA Reference 2018/241

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

Date: 27<sup>th</sup> July 2018

Tel: 01782 676474  
Email [FOI@uhn.nhs.uk](mailto:FOI@uhn.nhs.uk)

Dear

I am writing in response to your email dated 24<sup>th</sup> July 2018 requesting information under the Freedom of Information Act (2000) regarding PALS and complaints.

On the same day we contacted you via email as under section 8(1) of the FOI Act, requestors are required to provide a full name in order to make a request valid. The Information Commissioner states that a "title and/or first name with surname satisfies the requirement for provision of a real name, as does the use by a female applicant of her maiden name". Therefore, in order to proceed with your request can you please supply us with a valid name?

We also required clarification on the time frame for questions 3 and 4.

You replied via email the following:  
"My apologies 2017/2018 please"

We responded that we still required a contact name as stipulated by the FOI Act.

You replied via email the following:

"My Apologies, the Manager of our Patient Experience Team has requested, but response to come back through to:

FOI [REDACTED]"

As of 1<sup>st</sup> 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 Please send a structure chart of your patient experience team (including PALS and complaints) detailing WTE and band**

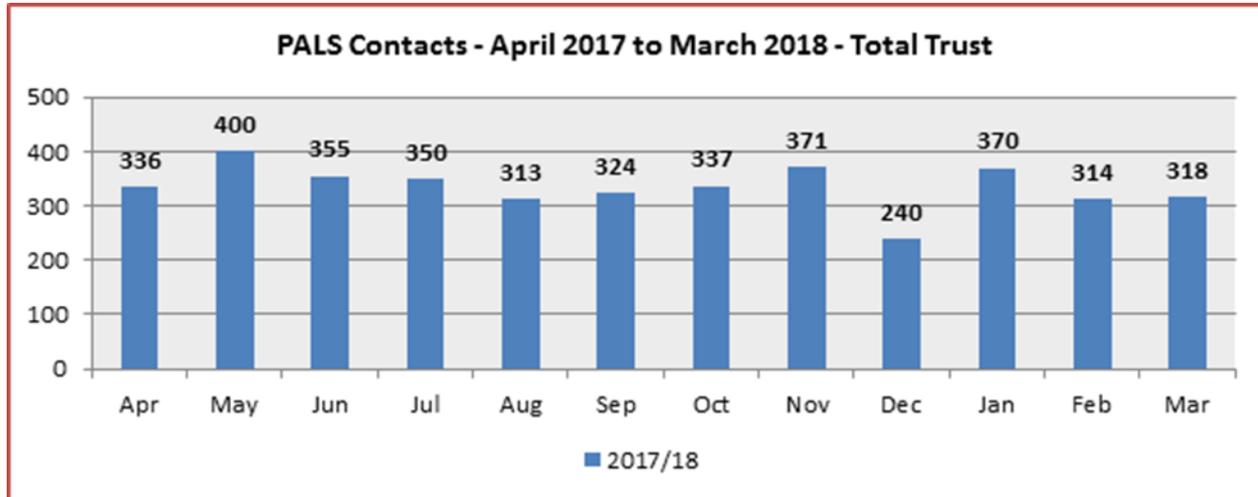
A1 Please see attached documents

**Q2 Please send job descriptions and person specifications for the posts detailed in question 1.**

A2 Please see attached documents

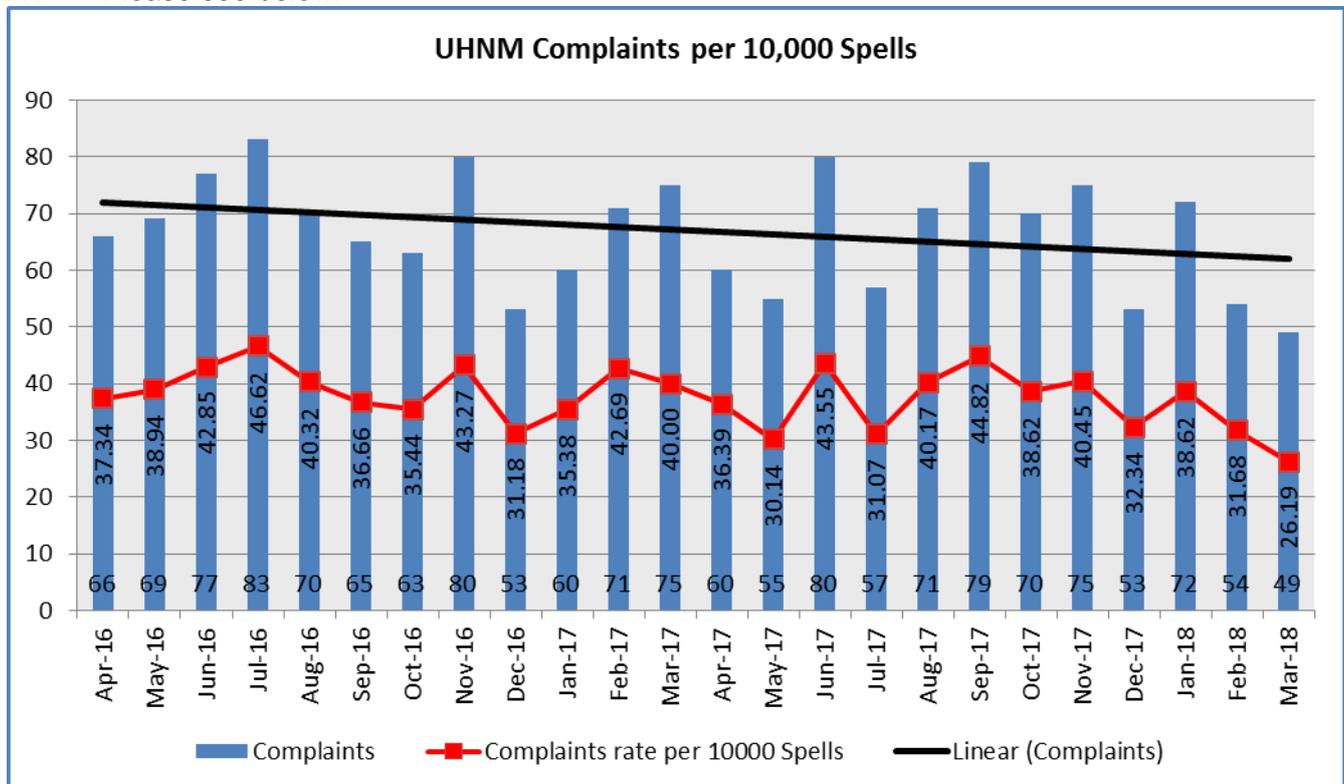
**Q3 Total number of PALS enquiries/concerns per month – PALS received:**

A3 Please refer to the table below:



**Q4 Total number of formal complaints per month**

A4 Please see below:



\*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.***

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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](http://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,



Leah Carlisle  
**Deputy Head of Quality, Safety & Compliance**