



**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 2018/19-467

Date: 21st November 2018

Tel: 01782 676474

Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 5th November 2018 (received into our office 6th November) requesting information under the Freedom of Information Act (2000) regarding dedicated porters.

On 6th November 2018 we contacted you via email as we required a time frame in order to collate the information.

On 11th November 2018 (received into our office 12th November) you replied via email the following: *"Thank you for your speedy response. Usually if a ward needs a porter someone phones the boss of the porters and he sends one. However, some hospitals have wards with their own in-house porter. How many of your wards have their own in-house porters at the moment."*

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 Can you please list all of your wards that have their own, in-house (dedicated) porters?

A1 Information is not held for the Royal Stoke University Hospital (RSUH) as the porters are provided under the Private Finance Initiative (PFI) and are therefore not managed by the Trust.

At County Hospital (Stafford) the porters are an in- house service that does not provide a dedicated porter to wards and departments.

*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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance