



Ref: FOIA Reference 2018/19-544

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

Date: 19<sup>th</sup> December 2018

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

Dear

I am writing in response to your email dated 10<sup>th</sup> December 2018 requesting information under the Freedom of Information Act (2000) regarding concerns in relation to safety.

On the same day we contacted you via email as we required clarification on what were you are referring to? Did you mean a particular incident? Please could you give an example?

You replied via telephone with clarification that you were asking if someone repeatedly raised concerns about their or relatives care? At what point would something happen in regards of an investigation, and how long would the investigation take, and how would this happen (who would be involved)

On 11<sup>th</sup> December 2018 you telephoned again to ask how the investigation would be fed back to the patient/concern raiser, I informed you that this clarification would be added to your request and advised you that under the FOI Act that all requests/ clarifications should be either written or emailed.

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 If a patient/advocate raises concerns in relation to safety - can you please tell me the time frame in place to deal with this.**

**Can you please explain multidisciplinary working in relation to the above and timescale?**

**Clarified:**

**What would happen/procedure, if someone repeatedly raised concerns about their or relatives care? At what point would something happen in regards of an investigation, and how long would the investigation take, and how would this happen (who would be involved)**

**Clarified:**

**How is the investigation reported back to the patient/concern raised:  
Written or verbal?**

A1 If concerns are raised then these should be reported to senior staff on the ward/area. Depending on the type of concerns raised would determine the different investigation i.e. were the concerns relating to the safeguarding of an adult.

The investigation should be completed within 8 weeks of notification depending on severity of the incident and the investigation report should be shared with the patient/relative (if consent given by the patient). The investigation would usually be led by senior staff member from the area or by independent staff from outside the individual ward/area.

We are unable to confirm exactly who would undertake the investigation as every incident is unique, with individual specific details about incident/safety concerns. The concerns would be referred to the appropriate Matron for review.

Once investigation completed, the findings would be fed back initially verbally and offer to discuss the report with the patient involved and if requested, a copy of the review would also be provided.

\*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](http://www.ico.org.uk).



University Hospitals  
of North Midlands  
NHS Trust

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