



Ref: FOIA Reference 2018/19-565

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

Date: 10<sup>th</sup> January 2019

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

Dear

I am writing in response to your email dated 2<sup>nd</sup> January 2019 requesting information under the Freedom of Information Act (2000) regarding patient/family raised concerns.

On the same day we contacted you as we required clarification on whether you are referring to a concern is regards to ourselves (UHNM) or against someone outside of the Trust?

On 7<sup>th</sup> January 2019 you replied via email the following:

*"Please provide information for concerns in regards of UHNM or any other NHS provision working alongside UHNM"*

On the same day we contacted you via email as we required further clarification on the following:

*"What you meant by "local internal NHS Safeguarding Team "do you mean Trust or local safeguarding team at the local authority?"*

*We also require clarification on if the concern you are referring to, is one that is made by a relative / member of the public directly the Trust safe guarding team?"*

You replied via email the following:

*"I hope this clarifies the request. If a patient or family raises concerns to a member of NHS staff or a member of the multidisciplinary team - and in response to these concerns raised by patient/family - guidance is sought by NHS/multidisciplinary team from the safeguarding team at the hospital - would such an internal enquiry be recorded if it was then deemed the concern did not meet the criteria."*

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 could you provide the following information?**

**If a patient/family raises concerns - and in response to these concerns, internally, guidance is sought from the local internal NHS Safeguarding Team - would such an internal enquiry be recorded if it was deemed the concern did not meet the criteria?**

A1 If a patient / family member wished to raise a safeguarding concern regarding our care / practices then the UHNM safeguarding team would explain that this would have to be

redirected to the Local Authority safeguarding team. The Local Authority (LA) Safeguarding Team has the responsibility for managing and overseeing all safeguarding concerns. The UHNM safeguarding team would therefore advise the patient / family member to contact the relevant LA to raise their concern. If the patient wished to raise the concern themselves then we would support them in making this referral or, in some circumstances, would raise the concern on their behalf. The LA has the responsibility in determining if a safeguarding concern meets the threshold for a safeguarding enquiry.

If a patient / family members raises a general concern (not safeguarding) but advice is sought from the UHNM safeguarding team then we would determine on an individual basis if the concern warranted escalation to the LA safeguarding team who would make the final decision. If the UHNM safeguarding team did not believe that the concern was safeguarding in nature but nonetheless required an investigation then this would be escalated to the relevant Division for them to action. The Division would then be responsible for investigating the concern and keeping appropriate documentation; the UHNM safeguarding team, at this point, would no longer be involved.

**Q2 In such an instance where it was felt the criteria was not met - would there be a formal process of feedback to the patient and an associated timescale?**

A2 If the concern was to be addressed as a formal complaint then feedback and associated timescales would be in place.

**Q3 Would it be routinely highlighted to the patient how the concerns had been explored, e.g. through safeguarding or other avenue?**

A3 If a safeguarding or formal complaint has been raised, then, where appropriate, the patient should be involved in the decision to both raise the concern and to clarify what outcomes of any investigations they would like.

\*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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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).

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**