

Ref: FOIA Reference 2018/19-615

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

Date: 7th March 2019

Email FOI@uhm.nhs.uk

Dear

I am writing in response to your email dated 19th January 2019 (received into our office 21st January) requesting information under the Freedom of Information Act (2000) regarding alleged questionnaire on ward 202. I apologise for the delay in responding.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 regarding what was in place pre 18/01/19;

It is understood that ward 202 uses a computerised assessment tool for recording and monitoring symptoms that patients may experience whilst on chemo.

Please could you provide examples of the questions covered within the above questionnaire?

A1 Please refer to the attached questionnaire used by the staff.

Q2 Please could you provide details of the agreed process on how the questions should be delivered to patients, e.g. should patients be asked the individual questions? Or should the questions be collected based on the information volunteered by the patient?

A2 The nursing staff use two assessments, the toxicity assessment and an assessment and access tool to guide their questioning of the patients

The toxicity assessment covers all potential side effects of anti-cancer therapies so the questions are often tailored to the specific medications that the patient would be receiving.

During any patient visit there is a patient nurse partnership where a flow of communication should take place to express any issues that are of concern regarding treatment, side effects, general queries or any advice as it would in any other consultation. Patients should inform the staff of any concerns not covered by the assessment tool. An escalation process is in place if staff determine it is necessary or at the patients request.

Please note: The pre chemo questionnaire is there to be used on all patients prior to their chemotherapy treatment. It covers the majority of potential side effects and when used

effectively can prompt both staff and patients to give information that may be important. The pre chemo questionnaire does also improve documentation.

However, the majority of our patients understand the importance of telling us anything that is new to them whilst receiving treatment and will volunteer the information before being prompted. Experienced nurses in the chemo unit will use their professional judgement in asking for information prompted by use of the questionnaire in addition to information offered independently by patients.

Q3 Please could you provide details of the agreed process of monitoring to ensure a consistent approach is being used to collect this information from patients in order to ensure that the outcomes of the questionnaire are reliable?

A3 Only nurses with the competency to assess a patient prior to receiving anti-cancer therapy can conduct the assessment. The outcome of the questionnaires is based on the understanding that patients offer information on their health at the time of assessment. Staff are able to access a flow sheet of previous questionnaires as a point of reference to see trends in grading of the toxicities.

*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.



**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

