



Ref: FOIA Reference 2020/21-020

Date: 6th May 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 28th April 2020 requesting information under the Freedom of Information Act (2000) regarding whistle blowing

On our acknowledgment we added the following statement:

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

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 How many whistleblowing contacts have been raised within the Trust in the following time periods?

- March 2019
- April 2019
- March 2020
- April 2020

If possible, please break this down by whether the case was raised with:

- a) The Trust's Freedom to Speak up Guardian**
- b) The Trust's other persons with responsibility for whistleblowing? This could include (but may not be limited to): executive director with responsibility for whistleblowing; non-executive director with responsibility for whistleblowing.**

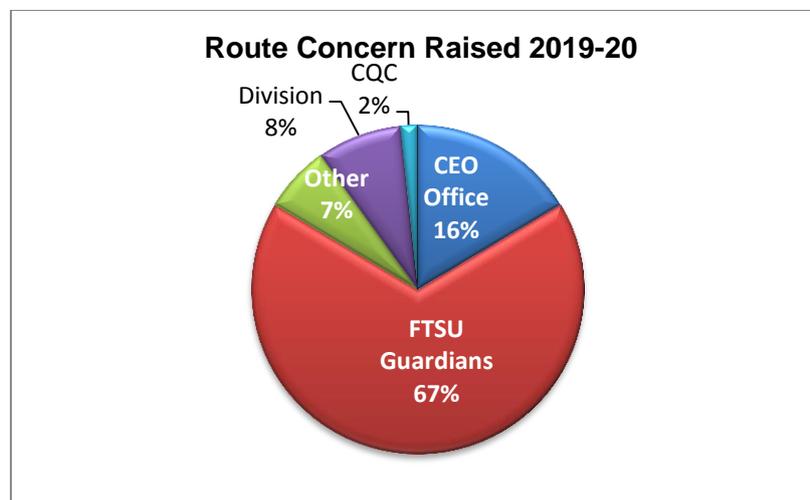
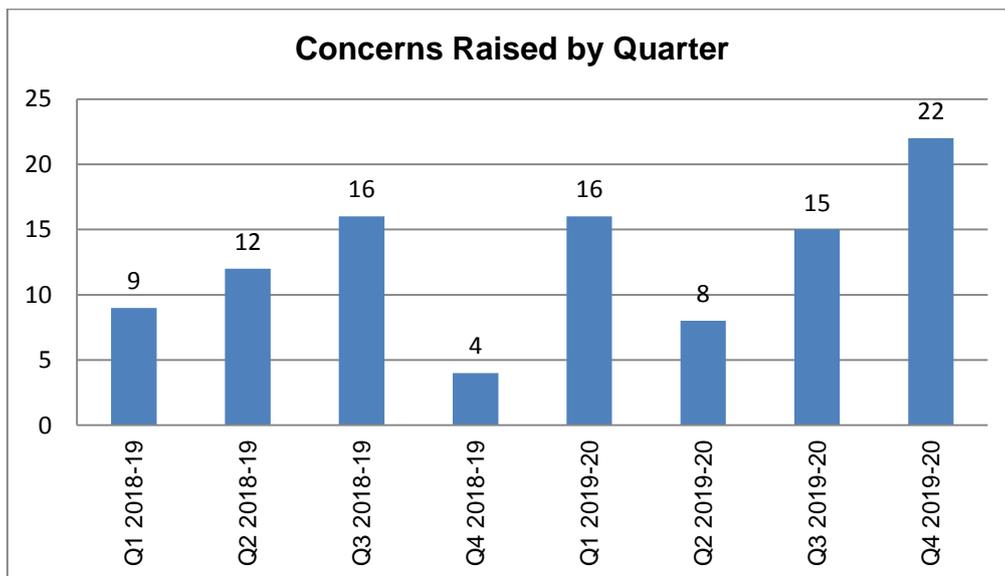
If it isn't possible to break it down in such a fashion, just give the aggregate figures.

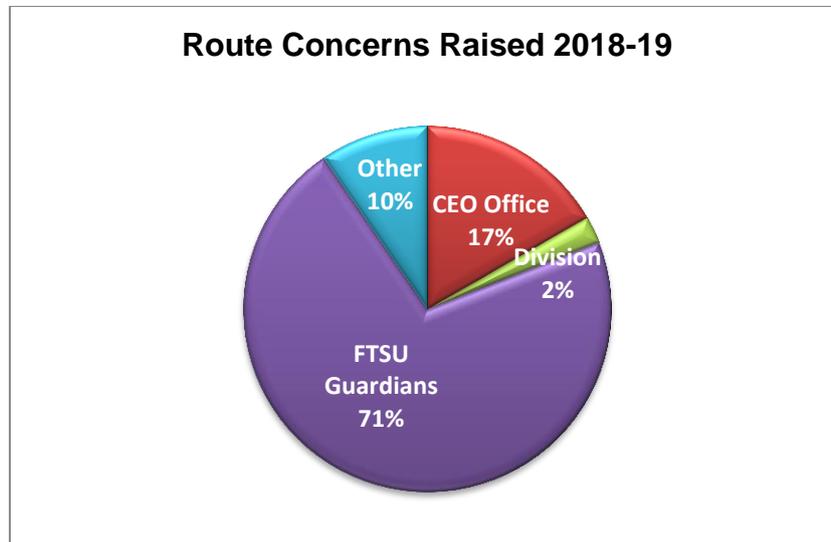
If you are unable to give a specific monthly tally for March and/or April 2019, you may provide the total number for the year.

If you are unable to give a specific monthly tally for March and/or April 2020, you may provide the total number for the year to date.

A1 We report our speaking up data quarterly. The information below is the Quarterly information of 2018-19 and 2019-20 which is presented to our Trust Board. The information includes issues raised to our Freedom to Speak up Guardian. We also record contacts to our Employee Support Advisors who act as Speaking up Champions.

All our speaking up data is submitted to the National Guardian and is available on the National Guardians website.





- During 2018-19 our Employee Support Advisors also handled 34 contacts.
- During 2019-20 our Employee Support Advisors also handled 33 contacts.

Q2 Does the Trust hold data about these contacts/cases in a spreadsheet or database? If so, please could you provide a list of the data fields – for clarity, this could include but is not limited to categories such as “type of complaint”, “status of complaint”, etc.

For each item on the list of data fields, please state if the value is to be filled in as a free text field, or a value selected from a drop-down menu. For each of the fields where a value is to be selected from a drop-down menu, please include the options from the drop-down menu.

A2 Fields recorded on the confidential speaking up tracker, only accessed by the Freedom to Speak up Guardian below:

| Quarter concern raised in | Date concern received | Completed/Not completed | Quarter closed | Actual completion date | Progress | Main theme of concern (click on column below to choose from drop-down) | How received | Guardian involved | Name of person associated with the concern | Nature of concern | Element of Bullying & Harassment | Element of Adverse Patient Quality/Safety | Division | Department | Manager Responsible |
|---------------------------|-----------------------|-------------------------|----------------|------------------------|----------|--|--------------|-------------------|--|-------------------|----------------------------------|---|----------|------------|---------------------|
|---------------------------|-----------------------|-------------------------|----------------|------------------------|----------|--|--------------|-------------------|--|-------------------|----------------------------------|---|----------|------------|---------------------|

| Reporter details | | | | Department/person referred to | Date referred | Action plan for responding | Progress/outcome/comments | Feedback given to reporter | Date fed back to reporter | Concern closed |
|-------------------------------------|------------------|-------------|--|------------------------------------|---------------|----------------------------|---------------------------|----------------------------|---------------------------|----------------|
| Was the concern raised anonymously? | Name of reporter | Staff Group | Ethnicity (choose from drop-down menu) | Grievance/disciplinary/other issue | | | | | | |

All free text apart from:

- Was the concern raised anonymously – yes/no selection
- Ethnicity – drop down selection list
- Main Theme – drop down selection list (as per National Guardian themes)

*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.

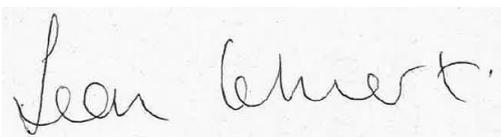
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,





**University Hospitals
of North Midlands**
NHS Trust

Jean Lehnert
Data, Security & Protection Manager

