



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2022/23-301

Date: 11<sup>th</sup> November 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 31st August 2022 (received into our office 31st August) requesting information under the Freedom of Information Act (2000) regarding EPRR.

**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.**

On 20<sup>th</sup> September 2022 we contacted you via email as we required clarification on Q9 and 10, what training specifically were you referring to?

On 5<sup>th</sup> October 2022 you replied via email with:  
*'I am referring to training in the generally understood sense of the word.'*

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 I am conducting a study of the emergency preparedness of NHS Acute Trusts in England. I am using the emergency and disaster management module of the Hospital Safety Index checklist of the World Health Organisation. The study is part of an MSc in Crisis & Disaster Management at the University of Portsmouth.**



Under the provisions of the Freedom of Information Act 2000, I am writing to request the following information. This information relates to the NHS England Emergency Preparedness, Resilience and Response Framework in general and section 8, “Statutory requirements & underpinning principles of EPRR”, subsection 8, “Information sharing”, subsection 9, “Legal framework, public inquiries, Coroners inquests and civil action”, and section 12, “Incident response”, in particular. It also relates to the Resilient Telecommunications Guidance for NHS England and the NHS in England. This information should be readily available as part of the NHS EPRR annual assurance process.

Please note that this is a different request from my previous requests: “EPRR Coordination of emergency and disaster management activities” and “EPRR Planning”.

For clarity, to minimise the cost of my request and to prevent the disclosure of any sensitive information, I have enumerated the information I am requesting and specified how it could be provided.

Please note that the much of the information requested is only records of the existence of training, tests, a directory, update(s), procedures, exercise(s), and resources and not the contents of the training, tests, directory, update(s), procedures, exercise(s), and resources themselves.

Given the potentially sensitive nature of this information, I ask you to redact any exempt information instead of refusing disclosure. This would be in accordance with guidance on best practice from the Information Commissioner’s Office.

If you do not hold some of this information then I ask you to confirm explicitly that you do not hold it.

## Communication and information management

### Emergency internal and external communication

1. Any record that switchboard operators have received training in the emergency response plan(s) with regard to emergency communications. (Can be answered yes / no.)

A1 Yes

Q2 The date(s) of the most recent test(s) of switchboard with regard to emergency communications. (Can be answered with a date or dates.)

### External stakeholder directory

A2 27th June 2022 internal inform cast activation

External stakeholder directory

External regarding 2 x pre commonwealth games

**Q3 Any record of the existence of a current directory of contact information of external stakeholders and emergency support services available to any Incident Coordination Centre staff, switchboard operators and other key hospital staff in an emergency. (Can be answered yes / no.)**

A3 Yes -we have a directory available on line held by the communications team and the on call team for the strategic and tactical response.

**Q4 Any record of when the directory was most recently updated. (Can be answered with a date or dates.)**

**Procedures for communicating with the public and media**

A4 See below:

On line electronic data banks

On call rotas held on E rostering

Last updated on the 1st July 2022

**Q5 Any record of the existence of current procedure(s) for communicating with the public and media in case of an emergency or disaster. (Can be answered yes / no.)**

A5 There is a communication emergency response plan that allows a Trust to communicate with the public utilising

- Face book
- Media
- Twitter
- Linking with LRF
- Linking with NHSE Communication strategies

**Q6 Any record of whether spokespersons have received specific media training. (Can be answered yes / no.)**

A6 Director of communications has received training and advises on media training with executives within the Trust

**Q7 The date(s) of the most recent exercise(s) to test the above procedure(s). (Can be answered with a date or dates.)**

**Management of patient information**

A7 May 2022

**Q8 Any record of the existence of procedures to ensure continuity of medical record-keeping, timely access to patient data, secure storage of confidential information and back up procedures in the event of an emergency. (Can be answered yes / no.)**

A8 This is captured as part of the Trust patient record management, utilising careflow held on servers with offsite storage.

**Q9 Any record of whether personnel have received training in such procedures. (Can be answered yes / no.)**

A9 Yes

**Q10 Any record of whether resources are in place for implementation of such procedures. (Can be answered yes / no.)**

A10 Yes

\*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 671612.

Yours,



Leah Carlisle  
**Head of Data, Security & Protection/ Data Protection Officer**