



Ref: FOIA Reference 2018/19-387

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

Date: 5th October 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 2nd October 2018 requesting information under the Freedom of Information Act (2000) regarding policies.

On the same day you contacted us via email with an amendment to your request.
“Could you also include your policies on complaints?”

You also contacted us via email to state:

“I've been asked last minute to advocate in a meeting at the hospital this Friday so will need the info before then please. It should all be to hand easily enough for staff to access at any time, so hopefully won't be a problem to email me copies quickly.”

As of 1st 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 Can you please email me your policies on manual handling, end of life care, and discharge from hospital? - amended to include “complaints”

I would be really grateful if you could do so ASAP (within the next 24hrs), which I'm confident is doable

A1 Please see attached documents:

- Policy No. (C05) Trust Policy/Operational Guidelines for the Discharge of Adult Patients
- Policy No. (C13) Trust Policy for End of Life Care in Adults
- Policy No. HS03 Safer Manual Handling Policy
- Policy No. RM02 Policy and Procedures for Handling Complaints and Concerns

*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.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance