



Ref: FOIA Reference 2021/22-237

Date: 9<sup>th</sup> August 2021

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

Dear

I am writing to acknowledge receipt of your email dated 26<sup>th</sup> July 2021 requesting information under the Freedom of Information Act (2000) regarding porters.

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 writing to the University Hospitals of North Midlands FOI team to request information on Estates, Facilities & Ancillary Departments, specifically relating to the current management of hospital Porters. My enquiry is being submitted from the organisation called Innovise Software (Trading as TEAM Software). The information requested below has not been located within any of the Trust's Disclosure Logs or the 'Publication Scheme'. The date today is 26/07/2021, I understand that should the trust require additional clarification on the below questions this could delay the mandated FOI response time frame.**

**Can the University Hospitals of North Midlands please provide 4 responses to the 4 questions below?**

**1. Can the Trust please provide the total number porters that are currently employed/ contracted to perform porter services across the Trust's Hospitals? (This total number of porters can include individual part-time, bank and permanent porter staff that are directly employed by the Trust or porter support procured through a private service provider).**

A1 See below:

- County = 20 Porters
- Royal Stoke = Porters are outsourced and not subject to FOI requests

**Q2 Can the Trust please identify the name(s) of the current system(s) used by Trust staff to dispatch porters to jobs around the Trust's Hospitals on a daily basis? (e.g. Push To Talk Radio / Bleeper, Smart Phone / Tablet Application, Excel Spreadsheet, Paper-based System and/or Task Management Software on a Computer). By "Dispatch" we refer to the process of activating an individual Porter to take on a specific Job with the hospital.**

- A2 See below:
- County Hospital = Push To Talk Radio / Bleep system/ Excel Spreadsheet/ Paper-based System
  - Royal Stoke = Information not held by the Trust
- Q3 Can the Trust please provide clarification on the current contractual relationship of porter support, by this I mean - are porters directly employed by the Trust? or can the Trust provide both the name of the private provider contracted to deliver porter services and the time frame remaining on that contract until review?**
- A3 See below:
- County Hospital = Porters directly employed by NHS
  - Royal Stoke = Outsourced provision
- Q4 Finally can the Trust please provide an updated estimate of the total number of 'acute care' beds currently dispersed across its hospital site(s)?**
- A4 Taken from the national daily SITREP submission. As at the 25th July 2021 there are 1312 beds across the Trust.
- 1115 are at the RSUH site
  - 197 are at the County site

\*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](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,



Jean Lehnert  
**Data, Security & Protection Manager**