



Ref: FOIA Reference 2018/19-379

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

Date: 9th October 2018

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

Dear

I am writing in response to your email dated 27th September 2018 requesting information under the Freedom of Information Act (2000) regarding letters of compliment.

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 We are conducting research on what can be learned from examining patients' letters of compliment.

Compliment letters are written expressions of gratitude, thanks, and support that are sent to individual members of staff, units, patient experience departments or the CEO.

To carry out our research on compliments, we are making a Freedom of Information request about the number of compliments your Trust receives, and, how you handle them.

FOI Request:

1) How many compliments did your Trust receive in 2017?

A1 The Trust had 732 compliments recorded on the Datix system plus 96 from the CEO office (although if a staff member is named in the compliment, this will be sent through and logged on Datix also so may be included in the 732 from Datix)

In addition to the above:

The wards/clinic locations received 20,026 plaudits

Q2 Do you have a procedure for handling compliments?

A2 When compliments come in addressed to the Chief Executive, it is logged on the post log, scanned and saved in the Chief Executive directory. A response is then drafted, and then passed to the Chief Executive along with the original compliment to sign off. The signed copy is then scanned and saved, and the hard copy sent in the post. If there are any specific areas/wards/staff mentioned in the compliment, an email is sent on behalf of the Chief Executive to the ward manager/nurse in charge/staff member to acknowledge them and the compliment letter is attached. The PALS department is copied into this email. When received

through the PALS team in the form of emails, letter and feedback forms they are logged onto Datix. In addition to those received from CEO.

Q3 Do you respond to the authors?

A3 A response is drafted and passed to the Chief Executive along with the original compliment to sign off, and then it is sent in the post to the author.

Q4 Do you pass the compliments onto to the complimentees?

A4 If there are any specific areas/wards/staff mentioned in the compliment, an email is sent on behalf of the Chief Executive to the ward manager/nurse in charge/staff member to acknowledge them and the compliment letter is attached. The PALS department is copied into this email.

Q5 Do management see copies of compliments?

A5 The Chief Executive reads the compliments before signing the response letter off. The ward management then see the copies.

Q6 Do you analyse the content of compliments?

A6 The compliment is read to ascertain the ward/area/staff member it refers to so that it can be passed on to the relevant person/area.

*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 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance