

Ref: FOIA Reference 2021/22-497b

Date: 25<sup>th</sup> January 2022

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

Dear

I am writing to acknowledge receipt of your email dated 14<sup>th</sup> January 2022 querying the information sent under the Freedom of Information Act (2000) regarding pay/complaints

You emailed with the following:

*'Thank you for your response of 10th January regarding my request for information.*

*I note that you state that 555 complaints were made from 10/01/2021 to 10/01/2022.*

*A breakdown of these states:-*

*69 were upheld;  
178 partially upheld;  
207 still to be completed.*

*THESE NUMBERS DON'T ADD UP TO 555.*

*CAN YOU PLEASE EXPLAIN WHY THIS IS.*

*I know that the NHS is a nationalised organisation (unless any major privatisation measures are brought in) and I know that nationalised organisations tend to be inefficient and wasteful, but the NHS is funded totally by the taxpayer and should be answerable to the same.*

*So I look forward to clarification on the above numbers and why they do not tally.*

*I also note that no numbers were given regarding disciplinary measures taken against staff.*

*I would like numbers, please. If it's not too much to ask!*

I look forward to hearing from you at your earliest convenience by post.'

**Our response regarding the numbers:**

We have re-checked our figures and the missing 101 complaints were NOT upheld. In your request you asked for number of complaints upheld which is what was provided

**In response to the disciplinary numbers**

A brief summary of disciplinary investigations is retained. However, this summary record does not identify if the investigation was the result of a complaint made by a patient or member of the public. Therefore, the Trust does not hold the number of staff disciplined as a result of complaints made by patients or the public

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.

**Your original response below:**

**Q1 I would like to have details of the following under the Freedom of Information Act, please:-**

**The amount of annual pay given to all managers (including you- CEO) at the RSUH (courtesy of the taxpayer).**

A1 I can confirm that the Trust holds information regarding annual pay, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:

<https://www.uhn.m.nhs.uk/media/5541/2020-21-annual-report-and-accounts.pdf>

You may also find the following link useful: Agenda for Pay:

<https://www.healthcareers.nhs.uk/working-health/working-nhs/nhs-pay-and-benefits/agenda-change-pay-rates/agenda-change-pay-rates>

**Q2 Details of any complaints made and the number upheld within the past year and the number of staff disciplined as a result of these complaints.**

**I will pass any details of the above onto locals, as always.**

A2 As regards the number of staff disciplined as a result of complaints: HR

The Trust does keep records of matters investigated under its Disciplinary Policy. However, the Employment Records does not record whether the matter investigated was because of a complaint made by a patient or a member of the public. Only a brief summary of the disciplinary matter is retained as a record of action and these are categorised according to theme (e.g. bullying or harassment)

The PALs team reported:

555 complaints were opened between 10/1/2021 and 10/1/2022, of which:

69 were upheld (which means the whole complaint was upheld)  
178 partially upheld (which means part of the complaint was upheld)  
207 still to be completed and outcome decided.

\*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.

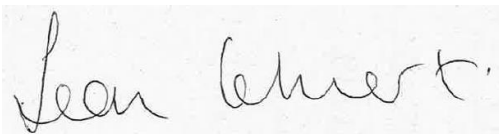
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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





**University Hospitals  
of North Midlands**  
NHS Trust

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

