

Ref: FOIA Reference 2019/20-649

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

Date: 20th February 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 4th February 2020 requesting information under the Freedom of Information Act (2000) regarding bereavement service.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 Who runs bereavement service?

A1 Victoria Poole

Q2 Primary contact - Name/Email/Phone Number of the person(s) who run bereavement services?

A2 Victoria.poole@uhnm.nh.uk contact number = 01782 676321

Q3 Is there a bereavement booklet given to families?

A3 Yes

Q4 Who deals with the Bereavement booklets?

A4 As answer 1

Q5 Are the bereavement booklets produced in house?

A5 No

Q6 Are the bereavement guides produced by an external agency?

A6 Yes

Q7 Is there a contract with the external agency?

A7 Yes

Q8 How long is the term of the contract?

A8 This question is not applicable as this contract is a rolling contract

Q9 How long is left to run on the contract?

A9 As answer 8

Q10 What is the notice period to end the contract?

A10 24 months

Q11 Does the contract offer additional benefits to the Trust such as funding?

A11 No

Q12 Does the contract contain rights to sell advertising space in the Bereavement Guide to third parties?

A12 Yes

Q13 Who signs the contract for Bereavement Guides?

A13 As answer 1

Q14 Who is the Head of End of Life for Community Nursing?

A14 Not applicable

Q15 What is the contact information for the Head of End of Life for Community Nursing?

A15 As answer 14

Q16 Is there any information available for the community nursing team to give out to patients and families for end of life and bereavement?

A16 As answer 14

*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.

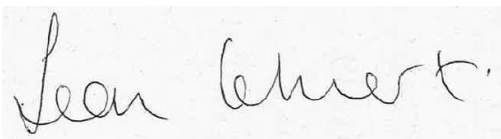
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager