

Ref: FOIA Reference 2024/25-092

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 22nd May 2024

Email foi@uhn.nhs.uk

Dear Sir/Madam

I am writing in response to your email dated 7th May 2024 requesting information under the Freedom of Information Act (2000) regarding Nursing Shifts.

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 Under the freedom of Information act (2000) please provide me with the Information to the questions shown below:

Since December 2023, which Nurses Shifts has the Trust struggled to fill? Please consider the following Specialities for this question: A&E Nurses, NICU,ICU, Midwives, Paediatric Nurses & General Nurses?

A1 We have no definition of what “struggle to fill” means, and do not record any information regarding this as a metric. All bank shifts are considered as important to fill.

Q2 Do approved Framework agencies approve or confirm Shifts directly with the matron Nurses or any senior nurses directly in the wards with the agencies (Within any of the wards)? If, yes which wards book Nurses directly with the agencies & please provide these Nurses Full names?

A2 No – agencies do **not** contact the ward managers directly. This is not permitted. Everything goes through the central nurse bank and Master Vend.

Q3 When does Temporary Staffing get approval for “Escalated rates” for Ad-hoc Shifts ? Please provide time scale leading up to the Shift date

A3 We do not have escalated rates for ad-hoc shifts.

Q4 When does Temporary Staffing get approval for “Escalated rates” for Long term Agency Nurse Bookings? Please provide time scale leading up to the booking?

A4 Off-cap agency rates are sometimes used, but only in highly specialist areas. These are agreed and booked well in advance, and must be approved via the Nurse Bank Manager

Q5 Who in the trust has the authority to approve the use of Escalated rates or break glass rate for the Approval Framework agencies, Please provide Full Name & Email address ?

- A5 Chief Nurse: Ann Marie Riley. All Trust emails are in the following format:
firstname.lastname@uhnm.nhs.uk
- Q6 Please provide names of those agencies that are “breaching NHSI Rates” by being allowed to book Nurses & Midwives not within the NHSI capped rates ?**
- A6 Any agency on our master vend has the opportunity to fill shifts including those that are Off Cap
- Q7 If an Approved framework agency can demonstrate their ability to provide Nurses & meet all the requirement with the possibility of using the alternative route of escalated or Break Glass rates , would Temporary staffing add that agency to their Tier 1 Suppliers list?**
- A7 Any agency joining the master vend has to agree to the rate card, the majority of these rates are within CAP
- Q8 Who is the head of Procurement responsible for approving “Approved Framework agencies” to join their Tier 1 Suppliers list to provide Nurses & Midwives ? Please provide Full name & contact address email?**
- A8 The Trust conducts a competitive process via a national framework which determines the Nursing Agency Master Vendor supplier. The Master Vendor will then seek approval from the Trust if they wish to add suppliers to the Master Vendor model.

The Procurement Lead for Nursing Agency is Joanne Roberts joanne.roberts@uhnm.nhs.uk

*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.

Yours,

Rachel Montinaro
Data Security and Protection Manager - Records