

Ref: FOIA Reference 2019/20-194

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

Date: 18<sup>th</sup> July 2019

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

Dear

I am writing in response to your email dated 5<sup>th</sup> July 2019 requesting information under the Freedom of Information Act (2000) regarding agencies.

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 Which agencies are on your approved supplier list (or PSL) to provide complex care packages or nursing care packages within the community?**

A1 UHNM does not provide complex care packages or nursing care packages within the community

**Q2 Which agencies are on your approved supplier list (or PSL) to provide domiciliary care within the community?**

A2 Not applicable

**Q3 How many service users currently have a care package in place?**

A3 Not applicable

**Q4 How many complex care packages have been given to this list of approved agencies in the past 3 months?**

- **Adult complex care packages**
- **Paediatric complex care packages**
- **Mental Health or Elderly complex care packages**

A4 Not applicable

**Q5 How many general nursing care packages have been given to this list of approved agencies in the past 3 months?**

A5 Not applicable

**Q6 Have any care packages been given to agencies that are not on this list? If so, how many packages were given and to which agencies?**

A6 Not applicable

**Q7 Which agencies are on your approved supplier list (or PSL) to provide 'secondary supply' – i.e. if a care package requires a nurse for a single shift, and the primary supplier is unable to cover, is there a list of suppliers that are approved to provide this service?**

A7 Not applicable

**Q8 How many shifts have been filled by this list of approved agencies in the past 30 days?**

A8 Not applicable

**Q9 How many shifts have been covered by agencies that are not on this approved list in the past 30 days?**

A9 Not applicable

**Q10 What is the total spend for care packages for each of the following departments over the past 30 days?**

- **Adult complex care packages**
- **Paediatric complex care packages**
- **Mental Health or Elderly complex care package**

A10 Not applicable

**Q11 Are there any service users that currently have a 'joint provider' i.e. two or more separate agencies managing the package for a single service user?**

A11 Not applicable

**Q12 Who is the person responsible for allocating new providers to the approved supplier agency list? Please provide contact details below?**

A12 Information not held by UHNM

\*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.

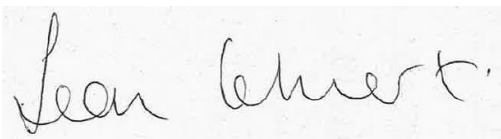
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 676474.

Yours,



Jean Lehnert  
**Information Governance Manager**