



Ref: FOIA Reference 2021/22-497

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

Date: 13<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 2nd January 2022 sent to the CEO (received in to our office 4th January) requesting information under the Freedom of Information Act (2000) regarding pay/complaints

Please note that all FOI requests should be sent to: [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

On 5<sup>th</sup> January 2022 we contacted you via email as we required the following clarifications:  
Please clarify if you mean complaints from:

- Patients only
- Patients and public
- Patients, public and staff
- Staff only

When you refer to complaints made & upheld within the past year, do you mean calendar year (ending 31/12/21) or financial year (ending 31/03/21)?

Please clarify what you mean by 'Managers'

On 10<sup>th</sup> January 2022 you replied via email with:  
'To clarify my request: -

*I would like to know the number of all complaints made by patients and the public to the RSUH within the last calendar year (January 10th, 2021 to January 10th, 2022). I would like to know how many of these complaints have been upheld and apologies given within this period. I would also like to know how many staff have been disciplined within this same period.*

*When I refer to managers, I refer to all administration managers at the RSUH, including the Chief Executive.'*

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 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.uhnm.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.

***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.

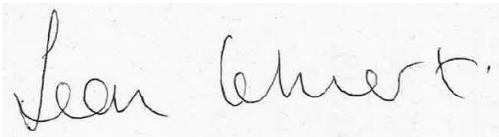
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



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