

Freedom of Information Request

Ref: UHB 20-206

1 May 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. How many whistleblowing contacts have been raised within the Trust in the following time periods:

Month	Number of Freedom to Speak Up concerns raised
March 2019	4
April 2019	4
March 2020	5
April 2020	7

If possible, please break this down by whether the case was raised with:

- a. The Trust's Freedom to Speak Up Guardian
- b. The Trust's other persons with responsibility for whistleblowing? This could include (but may not be limited to): executive director with responsibility for whistleblowing; non-executive director with responsibility for whistleblowing.

If it isn't possible to break it down in such a fashion, just give the aggregate figures.

If you are unable to give a specific monthly tally for March and/or April 2019, you may provide the total number for the year.

If you are unable to give a specific monthly tally for March and/or April 2020, you may provide the total number for the year to date.

All concerns were raised via the Trust's Freedom to Speak Up Guardian.

2. Does the Trust hold data about these contacts/cases in a spreadsheet or database?
Yes.

If so, please could you provide a list of the data fields – for clarity, this could include but is not limited to categories such as “type of complaint”, “status of complaint”, etc.

For each item on the list of data fields, please state if the value is to be filled in as a free text field, or a value selected from a drop-down menu. For each of the fields where a value is to be selected from a drop-down menu, please include the options from the drop-down menu.

Case ID number	Auto assigned
Opened date	Select from calendar
Received date	Select from calendar
Current approval status	Auto assigned (linked to final question on this form)
Handler	Choose from drop-down box (FTSU Guardian or Deputy FTSU Guardian)
Description (enter facts, not opinions. Do not enter names of people)	Free text
Site	<ul style="list-style-type: none"> • Above and Beyond Building • Adult Audiology Service (Community) • Avon and Wiltshire Mental Health Trust • Bridgwater Community Hospital • Brisdoc • Bristol Community Health • Bristol Dental Hospital • Bristol Eye Hospital • Bristol Haematology And Oncology Centre • Bristol Heart Institute • Bristol Royal Hospital For Children • Bristol Royal Infirmary • Care UK • Central Health Clinic • Clevedon Hospital (UHB Clinics) • Community Dental Sites • Community Midwifery Services • Cossham Hospital • Dolphin House • Employees Home • Estates and Facilities Building • Gloucestershire Royal Hospital • Great Western General Hospital • IM&T (40 Southwell Street) • Jessie May, Kingswood • King David Hotel Offices • Musgrove Park Taunton AND Somerset • Myrtle Road Offices • Network • NHS Blood Transfusion Service • Non -NHS • Northern Devon Healthcare NHS TRust • Off Trust Premises • Other Trust

	<ul style="list-style-type: none"> • Patients Home • Plymouth Hospital • Primary Care Service • Prime Endoscopy • Research & Education Centre • Royal Cornwall Hospital • Royal Devon AND Exeter Hospital • Royal United Hospital Bath • Site Village (BHOC Car Park) • South Bristol Community Hospital • South Bristol Rehab Unit Knowle (Not SBCH) • South Devon Healthcare NHS Trust • South Western Ambulance Service • Southmead Hospital • Southmead Hospital (UHB) • St George (Worle) • St Michaels Hospital • The Courtyard • The Priory • The Spire • Trust Car Parks • Trust Head Quarters • Tyndalls Park Centre • UH Bristol (Network) • Unity Community Sexual Health • Weston General Hospital • Weston Outreach Clinic • Whitchurch (Oncology) • White Friars • Yeovil District Hospital
Department	Drop down list for each of the sites
	<ul style="list-style-type: none"> • Diagnostics & Therapies • Estates and Facilities • Medicine • Non NHS • Other NHS Organisation • Specialised Services • Surgery • Trust Services • Weston • Womens & Childrens
Category	<ul style="list-style-type: none"> • Attitude and Behaviours • Equipment and Maintenance • Patient Experience • Performance Capability • Policies, Procedures and Processes • Quality and Safety • Service Changes • Staffing Levels • Other
Professional background	<ul style="list-style-type: none"> • Doctors

	<ul style="list-style-type: none"> • Nurses • Healthcare Assistants • Midwives • Dentists • Allied Healthcare Professionals • Pharmacists • Administrative/clerical staff • Cleaning/Catering/Maintenance/Ancillary staff • Board Members • Corporate services • Other
Was detriment caused?	Yes or No
Date investigation started	Select from calendar
Investigator	Free text
Has support been offered	Yes/No
Was the concern raised in confidence/anonymously?	Yes/No/Not required
Confidentiality comments	Free text
Lessons learned	Free text
Actions taken	Free text
Feedback given to reporter	Yes/No/Not applicable
Would they speak out again	Yes/No
Status	Potential/Confirmed/Closed/Rejected

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because

information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol and Weston NHS Foundation Trust