

Freedom of Information Request

Ref: 25-205

14 March 2025

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:

- We can confirm that we hold some of the information you are requesting

1. How many whole-time equivalents are employed in the spiritual, religious, and / or chaplaincy service(s) and what are their bandings? Please differentiate between staff on substantive and temporary contracts, as well as staff working in the service on bank or agency contracts.

1.0 Band 7

4.2 Band 6

All on permanent contracts

2. What are the typical core hours of the spiritual, religious, and / or chaplaincy service(s) on offer? How are these service(s) provided over the week (i.e. weekdays only, seven days a week, etc)?

Weekdays Monday - Friday, 9am-5pm.

3. What type of support (such as regular activities, events, or gatherings) is offered by the spiritual, religious, and / or chaplaincy service(s)? Please differentiate this between support offered to patients, support offered to family / friends, and support offered to staff members.

We offer spiritual, pastoral and religious care to all patients, relatives and staff.

4. What on-call or out-of-hours provisions are made by the spiritual, religious, and / or chaplaincy service(s) at your Trust? Please differentiate between provisions offered by staff members employed by the Trust, and provisions offered by external contractors / arrangements.

We share 24/7 on-call with North Bristol NHS Trust and together we provide on-call cover for both Trusts.

5. What support is offered to the spiritual, religious, and / or chaplaincy services(s) by

external organisations? For instance, what contracts are held by the Trust for this / these service(s) and who are these contracts with?

None

6. On average, how many service users are supported by the spiritual, religious, and / or chaplaincy service(s) in a week? Please take an average of service users supported between January and December 2024.

We can only give you April 2023 - April 2024 figures - average contacts per week = 122.

7. What is the overall satisfaction for the spiritual, religious, and / or chaplaincy service(s) offered by your Trust? Please provide the overall satisfaction for the period January 2024 to December 2024.

During the period January to December 2024, we did not have a regular measure of user satisfaction with the chaplaincy service

8. What supervision, if any, is provided to staff working in the spiritual, religious, and / or chaplaincy service(s)? Please identify whether this is provided by your Trust or by an external provider, and the average annual cost for this provision.

Chaplains have regular meetings with the Trust's chaplaincy team leader. The team has regular check-in sessions with the Trust's psychology team throughout the year. Many of our chaplains will also have external "spiritual directors", however these arrangements are personal to the individual chaplains.

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:

Data Protection Officer
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

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust