

Freedom of Information Request

Ref: 25-451

12 June 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 do hold the information you are requesting

Please can I request the following information regarding your Trust's Patient Experience and Engagement function:

1. A copy of your current Patient Experience and/or Engagement team structure (organogram or equivalent), including job titles and Agenda for Change bandings.

Please see the attached document.

2. A copy of your current Quality Governance structure (organogram or equivalent), including job titles and Agenda for Change bandings.

Please see the attached document.

3. The number of WTE staff within the Patient Experience/Engagement team, along with the banding and job titles for each role.

Please see the attached document.

4. Details of the directorate or division this team sits within (e.g. Quality, Governance, Nursing).

Trust Services

5. Your Trust-wide target timescales for formal complaint responses (e.g. 25, 35, or 60 working days) and any tiered or risk-based approach used.

35 working days.

6. A brief summary of how the Patient Experience and Engagement function feeds into the wider quality governance structure, including:

o Reporting lines

o Committees or Boards it reports to (e.g. Quality & Safety Committee, Patient

Experience Group)

o Whether the team contributes to formal Board reporting or statutory returns (e.g. complaints, surveys)

Please see the attached document. The committee reporting line is to our Experience of Care Group, and upwards to our Clinical Quality Group and then to our Quality and Outcomes Committee. Complaints and patient survey data forms part of the monthly Integrated Quality and Performance Report to the Board.

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