

Friday 14 March 2025

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on Monday 10 March 2025. I am pleased to confirm the following.

**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.**

| Job Role                  | Band | WTE  | Hours per week |
|---------------------------|------|------|----------------|
| Head of Chaplaincy        | 8a   | 1.0  | 37.5           |
| Team Chaplain             | 6    | 1.0  | 37.5           |
| Team Chaplain             | 6    | 0.8  | 30             |
| Pastoral Support Lead     | 5    | 0.67 | 25             |
| Bank Chaplain – 3 in post | 5    | 0    | 0              |
| <b>TOTAL: 3.47 WTE</b>    |      |      |                |

**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)?**

Cover is provided 24/7, with the hospital generally staffed Mon-Fri & Sun 8-4pm

**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.**

An weekly ecumenical Christian communion service and weekly Friday Prayer for Muslims, both of which are open to anyone, patients, visitors 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.**

24/7 on call is provided by the Chaplaincy team for emergency support. This would typically relate to end of life care, pregnancy loss and support for those who are distressed for whatever reason. A separate out of hours service is available for Roman Catholic patients via a service level agreement (SLA) with the Roman Catholic Diocese.

**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?**

Our only SLA is with the Roman Catholic Diocese who provide emergency cover for RC patients. They are paid for their availability but not paid for the work undertaken when called in, as reflects national guidance.

**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.**

Our average weekly number of service users in 2024 was 94. This does not disaggregate between patients and their visitors. (The total was 4881 for 2024). During this period we also supported 1175 members of staff, approximately 23 per week.

**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.**

We do not measure the satisfaction of this service but below is some feedback we have had during this period.

| Topic                                 | Quotes   |
|---------------------------------------|--|
| Babyloss                              | <i>"...It was impossibly hard for us but your support and guidance helped us through and really helped us to feel like our hearts would survive. Never under estimate the incredible work that you do. You validated our journey of grief and I cannot put into words how healing that has been."</i> - Feedback from a patient (also a member of staff) following babyloss. |
| Funeral Care                          | <i>Thank you so much for making our baby funeral beautiful! It was a beautiful send off.</i> – Feedback from a couple following a baby funeral.  |
| Emergency marriage                    | <i>"Good morning X, I am not sure if you are aware but Y passed away on Saturday before midnight. Thank you for facilitating a very very happy moment for him, he will be forever grateful. And so I am (sic)."</i> – Feedback from the wife of a patient following an emergency marriage.   |
| Religious Ritual                      | <i>Having had Communion this morning has made a big difference – helping me to 'keep my boat steady' with everything that's going on.</i> – Feedback from a patient receiving Holy Communion   |
| Support for staff at a difficult time | <i>"Thank you for the exceptional support you have provided neonatal and paediatric services recently...your support and guidance has not gone unnoticed and is making a huge difference to the team."</i> - Feedback from the head of nursing for Paediatrics   |

|  |  |
|--|--|
| End-of-life support                    | <i>'Your kind words and the fact you were with her and us at the very end has been a great source of comfort to both myself and my dad. Honestly, words aren't enough.'</i> – Feedback from a patient's daughter   |
| Training                               | <i>"I enjoyed the calm end to the day with the chaplaincy, which was good reminder that sometimes things may happen, and patients might not be saved but it takes great morals and emotional integrity to deal with it"</i> – Feedback from a work-experience student who attended a session about chaplaincy and spiritual care.  |
| Chaplaincy public spaces               | <i>Your Muslim prayer facilities are excellent and really made a difference when visiting my mum in hospital.</i> - Feedback from a member of the public when visiting the mosque  |
| Chaplaincy Staff space – the Staff Hub | <i>"I just want to say how much I love the staff hub. And the garden's looking fabulous. Thank you all so much – life savers!"</i> – Feedback from a member of staff about the staff hub, an all staff rest room that the Chaplaincy team created and oversee.   |
| Peer to Peer Listening Service         | <i>"In some of the hard stuff on the ward, P2P listening really helps."</i> – Feedback about our staff listening service, started and led by the Head of Chaplaincy.   |
| Religious Item                         | <i>"Thank you for the cross you gave me father when he was dying. It meant so much to me and my mother put it in my father's hands for his burial. She keeps hers in her purse as he held it just before he died. I want you to know that our feeling of peace was so much down to you and those wooden crosses. They mean so much more than a wooden cross."</i> -Feedback from a relative whose mother and father had both received olive wood holding crosses as part of the father's end of life care. |

**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.**

Band 6 and above chaplains have external supervision at an annual cost of approximately £1200 per year. Bank chaplains and the wider team are supervised internally.

**9. Please provide a contact name and contact email address if there should be any additional queries relating to this Freedom of Information request.**

Sarah Crane, [sarah.crane@mkuh.nhs.uk](mailto:sarah.crane@mkuh.nhs.uk)

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Team Lead  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the  
'Re-use of Public Sector Information Regulations' and best practice.