

Ref: 01904_04000_2018-04-18_01
Date: 18 April 2018

Standing Way
Eaglestone
Milton Keynes
MK6 5LD
Tel: 01908 660033
www.mkhospital.nhs.uk
For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 04 April 2018.

I am pleased to confirm the following.

1. Please advise of how your Freedom To Speak Up Guardian(s) assess and monitor staff's experience of the service they provide.

Feedback is sought at the beginning and end of the process.

2. If they collect staff feedback, please advise how they do so, and when they started collecting such data.

Soft intelligence qualitative data has been collected since FTSU Guardian in post

3. Please provide the staff feedback data collected up to 31 March 2018

Not appropriate as not gained consent to share information only to inform development of service and anonymise to ensure not to identify individuals.

4. Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response.

100% response from individuals who have used service.

5. If your Freedom To Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form.

No defined form in place

6. Please advise when your Speak Up Guardian(s) started sending out feedback forms, how many forms have been sent out by your Freedom To Speak Up Guardian(s) up to 31 March 2018, and how many forms have been received back.

Verbal feedback received to date in process of developing standardised form not approved

7. Please advise what staff feedback data your Freedom To Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data.

Available from the National Guardian's office.

8. Please also disclose any guidance received by the trust or the Freedom To Speak Up Guardian(s) from the National Guardian's Office on how to collect staff feedback, and any related correspondence between the trust and the National Guardian's Office submitting feedback data or discussing the submission of feedback data.

Available from the National Guardian's office.

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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 Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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