

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 24 April 2019.

I am pleased to confirm the following.

1. When a grievance is raised against a member of staff, how long on an average do you take to complete investigations

- 1. 2 weeks**
- 2. 2 - 4 week**
- 3. 4 - 6 weeks**
- 4. > 6 weeks**

2. While conducting an investigations which has resulted in a clinical error or lack of following policy or procedure, what action is taken against the member of staff

- 1. taken out of all clinical duties while the investigation is on going**
- 2. placed in an alternate clinical area**
- 3. allowed to continue in her/his role while the investigation concludes**
- 4. the process resulting in the error is immediately identified through a rapid review and the member of staff is allowed to continue working**

Grievances that go through a full investigation process (those investigations that include witness interviews and gathering of evidence) typically take longer than 6 weeks to complete on average.

When a Disciplinary investigation is commenced due to an employee's clinical error or failure to follow policy or procedure, the following options are available following preliminary investigations and would be applied depending on the severity of the incident, the allegations and circumstances, and the assessment of risk:

- Informal Action through record of discussion and plan of action/support
- Formal disciplinary investigation which could lead to informal or no action, formal sanctions or dismissal depending on the outcome of the case

In addition, the following actions are available pending full investigation:

- Increased mentoring/support/supervision

- Restriction of clinical duties
- Temporary redeployment
- Suspension/exclusion of duties

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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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