



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 2 July 2020

Re: Freedom of Information Request
Ref: 129- 2020

Thank you for your email dated the 8th June 2020, requesting information relating to any type of concerns raised with FTSUG.

The information that you require is as follows:

1. How many contacts of any type of concern have been raised with FTSUG within the Trust in the following time periods:

March 2019 - During March 2019 the Trust had no contacts of any type raised

April 2019 - During April 2019 the Trust had one contact raised relating to one issue

March 2020 - During March 2020 The Trust had one contact relating to one matter raised

April 2020 - During April 2020 the Trust had one contact relating to one matter raised

If possible, please break this down by whether the case was raised with:

a) The Trust's Freedom to Speak Up Guardian

In all 3 cases described above the issues were raised with Local Guardians

b) The Trust's other persons with responsibility for FTSU? This could include (but may not be limited to): executive director with responsibility for FTSU; non-executive director with responsibility for FTSU.

Not Applicable, see above

If it isn't possible to break it down in such a fashion, just give the aggregate figures.

2. Does the Trust hold data about these contacts/cases in a spreadsheet or database? If so, please could you provide a list of the data fields – for clarity, this could include but is not limited to categories such as “type of complaint”, “status of complaint”, etc.

The Trust currently holds details of contacts on a confidential spreadsheet which is free text. The data fields are as follows:

- **Month**
- **Concern Raised**
- **Guardian Details**
- **Outcome**

For each item on the list of data fields, please state if the value is to be filled in as a free text field, or a value selected from a drop-down menu. For each of the fields where a value is to be selected from a drop-down menu, please include the options from the drop-down menu.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust’s Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.