



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 11 February 2021

**Re: Freedom of Information Request**  
**Ref: 13-2021**

Thank you for your email dated the 14<sup>th</sup> January 2021, requesting information in relation to whistleblowing concerns.

The information that you require is as follows:

- 1. Please provide the total number of whistleblowing concerns received between 01/03/2019 and 31/08/2019 by The Clatterbridge Cancer Centre NHS Foundation Trust**

**The Trust has not received any whistleblowing concerns between 01 March 2019 and 31 August 2019.**

- 2. Please provide the total number of whistleblowing concerns received by The Clatterbridge Cancer Centre NHS Foundation Trust between 01/03/2020 and 31/08/2020**

**The Trust received 2 whistleblowing concerns between 01 March 2020 and 31 August 2020.**

- 3. Please provide the following information for each whistleblowing concern received by The Clatterbridge Cancer Centre NHS Foundation Trust between 01/03/2020 and 31/08/2020:**

- a. A brief summary of the whistleblowing concern.**

**The first was received on 10 July 2020 and was about inpatient pressure ulcers, inpatient infections, and staffing levels.**

**The second was received on 28 July 2020 and was about staffing levels, patient falls, social distancing and medication errors.**

**b. Whether any action was taken following the concern, and if so, a brief description of the action taken.**

**On both occasions, a full investigation was carried out. These included reviewing systems and processes, reviewing incident data on the relevant areas, and a series of listening exercises with staff. The outcomes were reported to the Trust Board and the Care Quality Commission.**

**c. If the person provided the information anonymously (i.e. they did not provide you with their name and/or contact details) please indicate this.**

**Both were raised anonymously via the Care Quality Commission.**

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.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**