

Date: 25th April 2018

Re: Freedom of Information Request
Ref: 64- 2018

Thank you for your email dated 28th March 2018 requesting information regarding staff feedback data collected and submitted by our Freedom To Speak Up Guardian(s).

The information that you require is as follows:

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

With effect from 26.04.18 FTSU Guardians will assess and monitor staff's experience of the service they provide through a feedback form which details the individuals experience. This is then recorded and discussed on a quarterly basis to identify quality of service, potential improvements, hot spots, trends and patterns.

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

Feedback will be collated through a feedback form and will start from 26.04.2018

3. **Please provide the staff feedback data collected so far.**

N/ A This process will begin from 26.04.2018 as detailed above.

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

N/A

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

Available upon request

- 6. Please advise how many forms have been sent out by your Freedom To Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back.**

N/A

- 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.**

N/A

- 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 upon request

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>

of Information Lead

Contact Email: ccf-tr.foi@nhs.net