



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 11 July 2019

Re: Freedom of Information Request
Ref: 177- 2019

Thank you for your email, dated the 2nd July 2019 requesting information regarding Communication Data, Hand Hygiene and Staff Turn Over.

The information that you require is as follows:

The communications data I am requesting is as follows:

1. **The job title of the most senior person in the Communications Department?**

Associate Director of Communications

2. **Number of whole time equivalent members of staff are there in the Communications Department?**

2.39 wte (as at 30th June 2019)

3. **Total pay budget for the Communications Department?**

£248,929

4. **Total non-pay budget for the Communications Department?**

£62,322

5. **Average open rates for staff email bulletins**

We are unable to track open rates

6. **Total annual attendance figures at internal staff briefings in 2018/19 (specifically briefings that were organised by the Communications Department)**

This isn't formally recorded

7. Which of the following does the Communications Department report to the Board on a regular basis (yes or no answer):

- Media coverage **No**
- Social media activity **No**
- Website activity **No**
- Intranet activity **No**
- Internal email open rates **No**
- Attendance at staff briefings **No**
- Video views **No**
- Internal campaign performance **No**

Please could you also let me know:

8. The % hand hygiene compliance at the trust in 2018/19

97-100%

9. The staff turnover rate at the trust in 2018/19

	Turnover 2018/2019
Headcount	15.66%
WTE	14.85%

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>