

Freedom of Information Request**Ref: UHB 18-026**

Date 22 February 2018

By Email

Dear Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

Please find a request for information pertaining to ancillary staff within Bristol Royal Hospital for Children.

We are particularly interested in viewing complaints since January 2013 to establish any trends that may have occurred since the expansion of services enabled through the Bristol Health Services Plan and the resulting centralisation of specialised paediatric services - so if you could please provide information from : 1st January 2013 – 11th January 2018 .

- 1. Any complaints from patients /parents regarding ancillary resources within BRHC to include**
 - a. Porter staff**
 - b. Hotel Services staff (cleaning)**

We can confirm there have been 7 complaints made from patients/parents regarding ancillary resources within Bristol Royal Hospital Children's Hospital relating to Porter staff and Hotel Services' staff between 1st January 2013 and 11th January 2018.

We are unable to provide a breakdown per year as due to the low numbers, we have considered there is the potential for individuals to be identified when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. Therefore under Section 40(2) of the Freedom of Information Act 2000, we will not be disclosing this information at this time. Section 40 is the exemption for personal information

- 2. Any complaints from staff regarding ancillary resources within BRHC**
 - a. Porter staff**
 - b. Hotel Services staff (cleaning)**

We can confirm there were 10 complaints made by Porter Staff between 1st January 2013 and 11th January 2018 regarding ancillary resources within the Bristol Royal Hospital for Children.

We can also confirm there were 105 complaints made by Hotel Services Staff (cleaning) between 1st January 2013 and 11th January 2018 regarding ancillary resources within the Bristol Royal Hospital for Children.

We are unable to provide a breakdown per year as due to the low numbers, we have considered there is the potential for individuals to be identified when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. Therefore under Section 40(2) of the Freedom of Information Act 2000, we will not be disclosing this information at this time. Section 40 is the exemption for personal information

3. Finally if you could also provide the time of the event that led to the complaint this would allow us to observe any trends within shift patterns.

Please note we are unable to provide the time of the event as this information is not recorded in our database systems at present.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

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

If you are not content with the outcome of the internal 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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