



**Freedom of Information Request**

**Ref: UHB 19-410**

30 July 2019

By Email

Dear Sir/Madam

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

1. The job title of the most senior person in the Communications Department?  
Director of Communications.
2. Number of whole time equivalent members of staff are there in the Communications Department?  
8.65 WTE.
3. Total pay budget for the Communications Department?  
284K.
4. Total non-pay budget for the Communications Department?  
58K.
5. Average open rates for staff email bulletins.  
The Trust does not hold/collect this information.
6. Total annual attendance figures at internal staff briefings in 2018/19 (specifically briefings that were organised by the Communications Department).  
The Trust does not hold/collect this information.
7. Which of the following does the Communications Department report to the Board on a regular basis (yes or no answer): None of the below are reported to Trust Board.
  - a. Media coverage
  - b. Social media activity
  - c. Website activity
  - d. Intranet activity

- e. Internal email open rates
- f. Attendance at staff briefings
- g. Video views
- h. Internal campaign performance

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

Month	
Jul-18	97.6%
Aug-18	97.6%
Sep-18	97.6%
Oct-18	100.0%
Nov-18	100.0%
Dec-18	100.0%
Jan-19	100.0%
Feb-19	98.4%
Mar-19	100.0%
Apr-19	100.0%
May-19	100.0%
Jun-19	99.2%

9. The staff turnover rate at the trust in 2018/19  
13.37%.

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

### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

**FOI Team**  
**UH Bristol NHS Foundation Trust**