



**Information Governance**

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Ref: FOI2018/4538

Date Received: 15<sup>th</sup> March 2018  
Response Due: 16<sup>th</sup> April 2018

11<sup>th</sup> April 2018

Dear

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

We are now pleased to respond to your request for information under the FOI Act.

You asked

***Staff feedback data collected and submitted by your Freedom to Speak up Guardian(s)***

*1. Please advise of how your Freedom to Speak up Guardian assess and monitor staff's experience of the service they provide.*

The Freedom to Speak up Guardian has formally been in post since April 2017. The Guardian does not currently request feedback from the staff who directly contact the Guardian following the closure of their concern; however, the Guardian is considering how to approach this, given the National Guardian's Office guidance and one year into the formal Guardian role being in existence.

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

Not applicable

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

Not applicable

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

Not applicable

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

Not applicable

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.

Not applicable

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.

Not applicable

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.

The National Guardian's Office published guidance for Freedom to Speak up Guardians (attached) on recording and it includes a specific section on page 4. Freedom to Speak up Guardians are required to submit their data quarterly to the National Office. The results of any feedback available are requested as part of this submission.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster  
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF