

Request:

“On a more practical matter, as you understandably did not have the total number of staff contacts with the Cultural Ambassador to hand since the post was created, I wonder if the Trust could provide this information? It would be very helpful also to have a very brief note of the nature of each contact, if this is possible. I would be grateful if you could consider this particular aspect of my enquiry as a request under the Freedom of Information Act. “

Response:

The information currently recorded on the raising concerns spreadsheet consists of: the date the issue was raised, by what method, to whom, the nature of the issue, raised by whom/team, the details of the concerns raised and to which members of the Executive Management Team (EMT) these have been shared with.

Findings

Between 1 April 2013 and 31 December 2013, 65 contacts were made which covered 65 concerns recorded, covering the following themes:

Concern Raised	Percentage
Low and/or unsafe staffing levels/poor skill mix	21.5
Patient/staff safety	12.4
Bullying/harassment/intimidation/racist behaviour/hostility and abuse from other staff	13.9
HR Processes including recruitment process/investigations/communication/grievances/training/moc processes	13.9
Staff behaviours/attitude/culture	12.4
Lack of support from line manager	9.2
Leadership styles	3.1
Lack of communication	3.1
Incident reporting process	1.5
Clinical Procedures	1.5
Integration	1.5
Lack of recognition	1.5
Service delivery concerns	1.5
Competency of staff	1.5
Relationships across departments	0

Between 1 January 2014 to 31 November 2014, 128 contacts were made which covered a total of 144 concerns raised, as follows:

Concern Raised	Percentage
Low and/or unsafe staffing levels/poor skill mix	27.1
Patient/staff safety	14.8
Bullying/harassment/intimidation/racist behaviour/hostility and abuse from other staff	7.6
HR Processes including recruitment process/investigations/communication/grievances/training/moc processes	12.4
Staff behaviours/attitude/culture	12.4
Lack of support from line manager	5.6
Leadership styles	1.3
Lack of communication	2.1
Incident reporting process	1.3
Clinical Procedures	2.1
Integration	0
Lack of recognition	2.1
Service delivery concerns	4.9
Competency of staff	4.2
Relationships across departments	2.1