

Ref: FOI/CAD/ID 3039

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to complaints/concerns raised by staff members.

- 1) *Name of:*
 - a) *Your trust*
 - b) *The hospitals in your trust*
- 2) *Between April and October 2015, how many complaints/concerns were raised by Trust staff members regarding?*
 - a) *Staffing levels/staffing shortages*
 - b) *Shifts being filled by under-qualified staff/staff "acting up"/agency staff/locums*
 - c) *Staff overwork/unpaid overtime*
 - d) *Staff not being able to take breaks*
- 3) *What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of care (DTC) from September 2014 to September 2015?*
- 4) *What was the age of the patient (from question 3) and the reason for delay?*
- 5) *What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of care (DTC) from September 2013 to September 2015?*
- 6) *What was the age of the patient (from question 5) and the reason for delay?*

- 1)
 - a) Maidstone and Tunbridge Wells NHS Trust
 - b) Maidstone Hospital and Tunbridge Wells Hospital at Pembury

2)
Maidstone and Tunbridge Wells NHS Trust is committed to creating, sustaining and promoting a culture and climate of openness and honesty, ensuring that all staff are confident and encouraged to raise concerns in

accordance with Professional Codes of Conduct and Trust policy. The Trust wants staff to have confidence that their concerns will be taken seriously and that the issues are resolved thus ensuring that all activities of the Trust are carried out in a way that promotes the highest standards of patient care and business practices.

Free expression by individuals of their genuine concerns is welcomed by management as a contribution towards protecting patients, staff and the public and improving services. The Trust is committed to dealing responsibly, openly and professionally with all concerns that are raised.

The Trust understands that at one time or another staff may have a concern about what is happening at work. The Trust encourages staff with such concerns to resolve these through a quick discussion with the person best placed to resolve the problem, whether that be the line manager, a colleague, or other person within the organisation. However, the Trust recognises that occasionally concerns cannot be resolved in this way and needs escalation through a different route and the Trust has implemented a Speak Out Safely (SOS) Policy and Procedure (formerly Whistle Blowing).

The purpose of the policy is therefore to provide a safe mechanism for staff to raise legitimate concerns in good faith and have a clear process to follow about how to do this, with the assurance that such concerns will be fully investigated and dealt with by the Trust, with the individual raising the concern receiving feedback on the outcome of the investigation.

This policy applies to all employees of Maidstone and Tunbridge Wells NHS Trust, secondees, those holding honorary contracts, locum/bank/agency workers and any independent contractors and volunteers who experience/witness issues of concern during the course of their period of work on Trust premises that relate to activities or services for which the Trust has responsibility.

The Trust has also developed an anonymous reporting system since 2015 in order to enable any concerns under the speak out safely umbrella to be raised.

- a) 65 incident forms containing reference to staff shortages.
- b) Of the 65, 7 contained reference to shifts being filled by under-qualified agency or locum staff.

The following table is part of a response to a previous FOI request regarding the Trust's Speak out Safely policy which can be found on the Trust's website.

	2014/15	2015/16
On a year by year basis how many times did employees use your whistleblowing policy to reveal concerns?	12	46
How many of those instances of whistleblowing complaints were investigated?	12	46
Following investigation, how many whistleblowing complaints resulted in further action being taken?	12	34
If possible within the cost limit, please also disclose the reasons why staff blew the		

whistle e.g. 11 instances of bullying, 12 instances of fraud, etc.		
<i>Fraud</i>	3	3
<i>Colleague / Department Concerns</i>	3	8
<i>Facilities</i>		12
<i>Equality and Diversity</i>		2
<i>Staff attitude/behaviour</i>	6	7
<i>Other</i>		14

c) 0

d) 0

3) 87 days

4) >75, awaiting further non-acute NHS Care

5) 96 days

6) <50, awaiting further non-acute NHS Care