

Ref: FOI/GS/ID 4319

Please reply to:
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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 Hermitage Lane traffic impact.

1) Have you any figures and statistics relating to the impacts observed by members of your staff and HR department for impacts on staff and employment?

2) Do you record changes in appointment cancellations and rearrangements that may relate to the impacts of the frequent stationary traffic conditions we face on Hermitage Lane?

1) There are no comments about Hermitage Lane issues from the National NHS Staff Survey which ran from September to December.
In the Staff Friends and Family survey which ran from 1 - 30 June, two people commented about the issues on Hermitage Lane.
There were no comments in the Staff Friends and Family survey which ran from 1 - 30 September 2017.

2) The Trust does not record specifically the reasons for cancellation on our Patient Administration System. Therefore we are unable to tell if patients are delayed due to traffic