

Ref: FOI/GS/ID 8910

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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 Policies and procedures.

You asked:

- 1. Who holds trust wide responsibility for the maintenance of procedures and policies?*
- 2. What digital tools does the trust use for the staff to reference these procedures and policies i.e. - intranet?*
- 3. How does the trust record that staff have read and comply with the procedures and policies?*
- 4. Which tools are used for on-boarding new staff in relation to reading procedures and policies?*
- 5. How do the heads of department monitor that clinical and non-clinical staff have read/understood mandatory procedural updates?*

Trust response:

- The Trust Secretary responsible for writing and implementing the 'Policy for policies'; has overall responsibility for the process. Corporate Governance Assistant administers the policy database and uploads Trust-wide policy documents. Also provides support and advice on implementation of the 'Policy for policies'. Allocated policy Authors and Owners: are responsible for maintaining the content of their own policy documents
- Q-Pulse by Ideagen and in-house document retrieval service provided on the intranet.
- Each Trust-wide policy sets out its own implementation, monitoring and audit arrangements in Appendix 1 / Section 2.0. 'Monitoring compliance with this document' [compulsory section]. This varies widely from policy to policy.

4. Some induction and refresher courses direct staff to particular policies and their location on Q-Pulse (search via intranet). Local induction may also highlight certain policies and location on Q-Pulse.

5. Same answer as 3. Details of provision would be set out in each individual policy (Appendix 2 Section 3.0). Also, a monthly publications report is generated listing all new and reviewed or revised policies and their appendices; this report is published on Q-Pulse and a link to it circulated with a message drawing this to staff's attention (via COMMS 'Pulse' updates and on occasion via the Chief Execs update).