

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands

Date: 16/01/2014

**FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011697**

With reference to your FOI request that was received on 19/12/2013 in connection with 'HSJ - Impact of the Francis report'.

Your request for information has now been considered and the information requested is enclosed

**Information Commissioner**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: 0303 123 1113  
Fax: 01625 524510  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

Information Governance Manager  
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ  
Email: [FOI@dgh.nhs.uk](mailto:FOI@dgh.nhs.uk)

Please provide answers to the questions below and for each question say how long this practice has been in place: a) within the last 6 months; b) within the last 12 months; c) within the last two years; d) longer.

1. How many hours training do healthcare assistants receive before their first shift on a ward?  
**They must complete 37.5 hours (one week) of classroom based training, however for the first three months of their work on the ward they are supervised and must complete competency training (d)**
2. Do you assess new recruits to the organisation for their values - **Yes (c)**
3. Does the trust publish a summary of all complaints that are upheld - **No**
4. Are all ward sisters supernumerary? If not what proportion of their time is supervisory - **Flexible**
5. Do all patients have a named clinician responsible for overseeing their care? Is that clinician a doctor or nurse or does it vary -  
**Yes all patients will have a multi disciplinary team consisting of nurses, doctors and other health professionals, these are all responsible for overseeing the care of a patient however a consultant (doctor) will lead this team and make all final decisions (d)**
6. Does a member of the board have responsibility for information - **Yes (c)**
7. Does the trust measure the culture of the organisation? If so, what tool does it use - **Yes staff survey and in house mood meter (c)**
8. Has the board had any safety science training - **Uncertain about what this is asking**
9. Did the trust have quality accounts for 2012-13 independently audited? Are there plans to audit 2013-14's quality accounts - **Yes and yes (c)**
10. Has the trust introduced Schwartz rounds? If not does the trust facilitate any similar other multi-disciplinary debriefing that allows staff to reflect on their practice? Please provide details - **Yes (b)**