

Trust HQ  
Rikenel  
Montpellier  
Gloucester  
GL1 1LY

Direct Tel: 01452 894266  
E-mail: [2gnft.Information-Freedom@nhs.net](mailto:2gnft.Information-Freedom@nhs.net)  
Website: [www.2gether.nhs.uk](http://www.2gether.nhs.uk)

28 March 2018

### **Freedom of Information Request – Ref: FOI 313-1718**

Thank you for your recent Freedom of Information request about the Trust's Freedom to Speak up Guardian. Please find the Trust's response below.

1. Please advise of how your Freedom To Speak Up Guardian(s) assess and monitor staff's experience of the service they provide.
  - **Face to face feedback**
  - **Use the standard question required by the National Guardians Office (NGO)**
  - **NHS Staff Survey results**
2. If they collect staff feedback, please advise how they do so, and when they started collecting such data.
  - **The standard question required by the NGO is asked at the point where the concern has been adequately resolved.**
  - **This data was collected from the start of the presence of a Freedom to Speak Up Guardian (FTSU) within the Trust – October 2016**
3. Please provide the staff feedback data collected so far.
  - **Please see data available via the NGO website.**
4. Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response.  
**100%**
5. If your Freedom To Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form.  
**Not applicable as a feedback form is not used. Please see response to question 1**
6. Please advise how many forms have been sent out by your Freedom To Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back.  
**Not applicable. Please see response to questions 1 and 5**
7. Please advise what staff feedback data your Freedom To Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data.  
**The NGO requires feedback on a quarterly basis via an online feedback link. The response to this is available via the NGO website**
8. Please also disclose any guidance received by the trust or the Freedom To Speak Up

Guardian(s) from the National Guardian's Office on how to collect staff feedback, and any related correspondence between the trust and the National Guardian's Office submitting feedback data or discussing the submission of feedback data.

**All FTSU Guardians receive foundation training which is provided centrally by Public Concern at Work which was commissioned by HEE. Bulletins are received from the NGO regularly to update all FTSUG's of new developments and guidance. There will have been a number of emails over a period of time to FTSUG's from the NGO who could be approached to request a copy of all correspondence to FTSUG's.**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch  
Assistant Trust Secretary,  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
GLOUCESTER GL1 1LY  
Tel: 01452 894165  
E-mail: [anna.hilditch@nhs.net](mailto:anna.hilditch@nhs.net)

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

### **Copyright & Reuse of Public Sector Information**

The information and material that is routinely published is subject to 2gether NHS Foundation Trust's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Trust website that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned. For further guidance on a range of copyright issues, see the Office of Public Sector Information (OPSI) web site: [www.opsi.gov.uk/advice/crown-copyright/copyright-guidance/index.htm](http://www.opsi.gov.uk/advice/crown-copyright/copyright-guidance/index.htm)

or write to: OPSI, 102 Petty France, London SW1H 9AJ.