

Ref: FOI-122 -202425-HR-Violence

Date: 18th June 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 21st May 2024 requesting information under the Freedom of Information Act (2000) regarding Violence policy

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please may you provide me with:

Copies of all Trust policies related to violence by patients and/or their visitors against staff. Please include all policies related to the following:

- Any physical, verbal, or sexual aggression, assault, or stalking.
- Violence both experienced and witnessed by staff.
- Any separate policies for different types of violence, different staff groups, or different phases of violence, e.g. during and following the event.

A1 See attached Trust policies

Q2 Copies of all Trust policies/procedures related to the following post-violence measures, if not included within the above (1):

- Immediate sanctions for aggressor(s) (e.g. discharge)
- Processes for incident reporting
- Processes for debrief with staff member(s) and/or aggressor(s)
- Follow-up with aggressor(s) (e.g. accountability letter, behaviour contract)
- Counselling or similar longer-term psychological support for staff member(s)
- Incident investigation (e.g. root cause analysis) and feedback to relevant parties
- Longer-term sanctions for aggressor(s) (e.g. card system)
- Examples of processes for tailored management plans for patients with a known history of aggressive behaviour (including use of a flag/alert system)
- Staff sickness absence and/or returning to work following work-related injury

A2 As answer 1

Q3 The Trust's most recent self-assessment against the NHS Violence Prevention and Reduction (VPR) Standard, including evidence showing the criteria have been met for each indicator. The compliance assessment template can be found in the VPR Standard

published by NHS England, available here (template on pages 7-14):

<https://www.england.nhs.uk/publication/violence-prevention-and-reduction-standard/>

A3 As attached – note - organisations are not required to submit this to NHS England or to the commissioners. Under the NHS standard contract organisations are asked to 'use all reasonable endeavours to implement the NHS Violence Prevention & Reduction Standard'

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,





University Hospitals
of North Midlands
NHS Trust

Rachel Montinaro
Data Security and Protection Manager - Records

