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Our Ref: 1518

When calling, please ask for Llinos Bradley

17 April 2013

request-154503-c0c04ac0@whatdotheyknow.com

Dear Ms Davis

Thank you for your request for information dated 25 March 2013 which was received on 26 March 2013 requesting information about the hospital's chaplaincy service.

In accordance with S.1(1)(a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold the information relevant to your request.

1. tell me whether policies or procedures exist to:

- establish whether a patient admitted to any of your hospitals does or does not wish to receive contact from a hospital chaplain

None. Although the Trust has recently implemented a new patient administration system with a functionality for the Trust's chaplaincy service to flag whether a patient wishes to be visited by the chaplaincy service.

- ensure that patients (or their visitors, next-of-kin etc.) do not received unsolicited contact from chaplains

There are no formal policies or procedures in place however all the Chaplains are very sensitive to patients' wishes and if a person does not wish to engage with the service this is accepted.

- safeguard patients' personal and medical data such that hospital chaplains by default do not have access to it

Hospital Chaplains do have access to the Trust's patient administration system and therefore have access to personal data although medical data is not accessed. Occasionally the chaplains will write details about faith and a patient's wishes during end of life care however, this is only undertaken following permission by a medical professional responsible for the patient's care.

Affiliated Teaching Hospital

- ensure that hospital chaplains, when given access to patient data, do not share any of it with third parties

Hospital Chaplains are employed by the Trust and therefore adhere to Trust's Information Governance policies.

Information Governance policies are published on the Trust's website and can be accessed by the following weblink:-

<http://www.kgh.nhs.uk/about-us/freedom-of-information/publication-scheme/our-policies-and-procedures/information-governance-policies/?p=1>

2. If you answered yes to any of the above, please could you provide me with copies of the relevant policies or procedures

Not applicable

3. outline your approach for monitoring adherence to the policies and procedures above

Not applicable.

4. provide me with a summary of the results of this monitoring for the last five years, including rates of compliance with the policies and procedures, and severity of any non-compliance events

Not applicable.

5. provide me with details of any action taken in respect of any non-compliance identified (e.g. tightening of procedures, disciplinary action – in the latter case, taking care not to disclose any personal information)

No actions recorded.

Yours sincerely



Llinos Bradley
Freedom of Information Officer

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If you are not satisfied with the Trust's response you may ask for an independent internal review by writing to the:-

Freedom of Information Officer
Kettering General Hospital NHS Foundation Trust
Rothwell Road
Kettering
Northants
NN16 8UZ

If you remain dissatisfied after this internal review of the Trust's decision you may wish to make an approach to the Information Commissioner.

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire,
SK95 5AF

<http://www.ico.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with. He can issue an enforcement notice to the Trust ordering it to comply with your request.