

Robert Christian
request-46858-bd88a737@whatdotheyknow.com

Friday 15th October 2010

Our ref: FOI065/10

Dear Mr Christian

Freedom of Information Act (FOIA) 2000

I am writing in response to your request for information, summarised as follows to include clarification about the time period of 10 years:

For 2009/10 I would be grateful if you could provide me with the following information about the way in which your chaplaincy service is monitored.

1. Does the Trust monitor the hours worked in return for payment? I would be grateful for a copy of any information that the Trust holds on file for 2009/10 that shows this monitoring.

The hours worked for all staff employed by the Trust, including our five generic chaplains, is monitored via the Positive Reporting System. Details of hours worked, annual leave, sick leave are reported on monthly spreadsheets to the Payroll Department / HR.

2. Does the Trust assure itself that the service provided is in line with S. 3b of the NHS Constitution in relation to equality legislation? I would be grateful for a copy of any information that the Trust holds on file for 2009/10 or earlier, that shows how the Trust ensures that the service is delivered in line with the NHS Constitution commitment to equality (particularly gender and LGBT equality).

With regard to Section 3b of the NHS Constitution, specifically the text that clarifies our duty not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation, we are confident that the Trust complies.

3. Does the Trust check whether patients are satisfied with the chaplaincy service? I would be grateful for a copy of any information that the Trust holds on file for 2009/10, or any earlier period, that shows how patient satisfaction with chaplaincy services is measured.

We don't check satisfaction formally though do have knowledge of informal satisfaction. Evidence of dissatisfaction would be gleaned through the formal complaints procedure and we have had only had one in the last 17 years.

4. Finally, I would also be grateful to know how the Trust is assured that all staff delivering chaplaincy services have CRB checks held on file.

All chaplaincy service staff are CRB checked when they are recruited.

I hope this response satisfies your request for information in full. If not, you may appeal by setting out your concerns in writing for the attention of myself, the Information Governance Manager. In the event that you are dissatisfied with the outcome of an appeal, you may contact the Information Commissioner's Office (ICO) for a further review. For further details see: www.ico.gov.uk.

Yours sincerely

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