Our Ref: 205

March 2025

Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

Who holds trust wide responsibility for the maintenance of procedures and policies?

Trust-wide responsibility for the maintenance of procedures and policies is overseen by Tracy Evans-Phillips, Risk Manager, who manages the administration of policies. However, the documents themselves are developed and approved by Divisional and Governance leads, and often have an Executive Director as a sponsor for final sign-off.

What is their name and email address?

Please note that each policy will have its own **owner and executive sponsor**, so for specific queries, it's best to refer to the individual policy document.

The name of the person responsible for the administration of policies is tracy.evans-phillips@nhs.net

What digital tools does the trust use for the staff to reference these procedures and policies? - ie – intranet

The Trust uses the following digital tools for colleagues to access procedures and policies:

- The Hive – the Trust's internal website (intranet), where colleagues can search and view all current policies and procedures.
- The Trust's external website – selected policies are also available publicly here, particularly those relevant to patients and external stakeholders.

How does the trust record that staff have read and comply with the procedures and policies?

The Trust records that colleagues have read and comply with procedures and policies in the following ways:

- Statutory and Essential Training (SET): Some policies are linked directly to mandatory training modules. Completion is monitored and required for Appraisal and Pay Progression, with compliance tracked to reach 100% where applicable.
- Role-specific expectations: For certain job roles, familiarity and adherence to specific policies is a core requirement and may be assessed through supervision, audits, or line management oversight.

These mechanisms help ensure that colleagues understand and comply with the relevant procedures as part of their ongoing responsibilities.

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Which tools are used for on-boarding new staff in relation to reading procedures and policies?

The Trust uses the following tools and activities to ensure new colleagues are introduced to relevant procedures and policies during onboarding:

- Corporate induction – Covers Trust-wide policies, procedures, and values, including key areas such as health and safety, infection prevention, and safeguarding.
- Local induction – Delivered by departments or teams to cover role-specific and service-specific procedures and expectations.
- Statutory and Essential Training (SET) – Includes mandatory modules linked to key policies, tracked for compliance.
- Additional learning modules – Depending on role, colleagues may complete extra e-learning or attend learning days and training sessions to deepen understanding of specific policies or procedures.

Together, these elements form a structured approach to ensuring all new staff are aware of and can comply with relevant Trust policies from the start of their employment.

How do the heads of department monitor that clinical and non clinical staff have read/understood mandatory procedural updates?

Heads of Department monitor that clinical and non-clinical staff have read and understood mandatory procedural updates through a combination of the following approaches:

- Training compliance – Many mandatory updates are embedded within Statutory and Essential Training (SET) modules, which are monitored for completion and tracked via workforce systems. Non-compliance is followed up and can affect appraisal and pay progression.
- Team meetings and briefings – Updates are often cascaded during routine team huddles, safety briefs, or departmental meetings, with staff asked to confirm understanding or sign attendance records.
- Email confirmation or acknowledgment logs – For some updates, staff may be asked to confirm they've read and understood a policy via email or digital acknowledgment tools.
- Supervision and one-to-ones – Line managers may discuss key updates during check-ins to ensure understanding and identify any gaps.
- Audits and spot checks – Governance or quality teams may carry out documentation audits or practice observations to ensure new procedures are being followed correctly.
- Induction and refresher training – Ensures new starters and existing staff receive updates in a timely and structured way.

These methods together help ensure that colleagues are aware of and are following updated procedures across the Trust.

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How many staff have accessed your NHS Intranet in the past year?

Over the past 12 months, the Trust's intranet – The Hive – has recorded:

- 2.1 million page views
- 5.4 million interactions

For specific policy-related pages, there were:

- 42,202 unique page views
- An average read time of 1 minute 32 seconds

Please note: The Trust's current analytics tools do not capture data on how long individual policies were accessed, so we are unable to provide detail at that level of granularity.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: https://ico.org.uk/make-a-complaint/