

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

Please provide the following information on NHS chaperone policies, training and reporting:

1) Current chaperone policy or policies relating the use of formal and informal chaperones.

Please see attached policy PAT PS 2 v.5 Use of Chaperones - Guidance and Framework for Clinical and Support Staff

2) Associated procedures & guidelines including:

- a) Guidance on how the offer, acceptance, or refusal of a chaperone must be recorded in patient notes.
- b) Guidance on how the sex of the chaperone is recorded.

Please see attached policy PAT PS 2 v.5 Use of Chaperones - Guidance and Framework for Clinical and Support Staff

3) If your policy/procedures/guidelines have been withdrawn, please provide:

- a) the most recent version.
- b) the date it was placed under review or withdrawn.
- c) the communications with staff when it was put under review or withdrawn.
- d) the timetable for development and approval of any replacement policy
- e) details of internal and external consultation lists.

N/A

4) If not included in the policy/procedures/guidelines, please also disclose:

- a) training and competency standards for staff acting as formal chaperones.
- b) training description and provision for chaperones (eg online, in person, what organisations delivers the training and outline).

Included in attached policy

5) Audit reports, quality assurance reviews, compliance monitoring, and management and/or board reports relating to chaperoning 2024 to date.

See attached audit

6) Related equality impact assessments (EIAs) if separate

Included in attached policy

7) Datix reports:

- a) Number of Datix reports raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field in Datix.

The Trust has identified the following number of complaints relating to chaperoning:

- **2024:** 5
- **2025:** #
- **2026 (Jan-Feb):** #

Please note that the Trust is unable to provide a full breakdown by sex of patient and chaperone. This information is not consistently recorded in a structured or reportable format within the complaints system and would require manual review of individual records to extract, which is not feasible within the appropriate cost limit.

Where the number of cases is fewer than five, this has been replaced with “#” to prevent potential identification of individuals, in line with Section 40(2) of the Freedom of Information Act 2000 (personal data).

The sex field, where recorded, is typically captured as part of patient demographic information and reflects the sex recorded on the patient record at the time of care. However, this field is not routinely linked to complaint reporting in a way that allows extraction for this request.

b) If you record this data by gender, please disclose the Number of Datix reports raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field in Datix.

The Trust does not hold this information in a reportable format.

While gender information may be recorded within patient demographic records, it is not routinely captured, categorised, or reportable within the complaints system in relation to chaperoning complaints. As such, we are unable to provide a breakdown by gender.

8) Concerns:

a) Number of concerns raised by chaperones, if not recorded via Datix, in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field.

b) If you record this data by gender, please disclose the number of concerns raised by chaperones in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field.

The Trust has reviewed the request and can confirm that it is not possible to extract concerns raised by chaperones, or to break these down by sex or gender of the patient and chaperone, from the Datix system. This is because the system does not include specific filters or coding **fields** to identify or report on this information in the format requested.

To provide this information would require a manual review of individual records, which would exceed the appropriate cost limit under Section 12 of the Freedom of Information Act 2000.

9) Complaints:

a) Number of complaints raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field in your complaints system.

b) If you record this data by gender, please disclose the number of complaints raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field in your complaints system.

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The Trust does not hold this information in a reportable format. Complaints related to chaperoning are not routinely coded or categorised in a way that allows them to be identified and extracted, or broken down by sex of the patient and chaperone, within the Trust's complaints system. To provide this information would require a manual review of complaint records, which would exceed the appropriate cost limit under Section 12 of the Freedom of Information Act 2000.

c) Number of Freedom to Speak Up reports related to chaperones in 2024, 2025 and 2026 Jan & Feb by sex of the reporter.

d) If you record this data by gender, please disclose the number of cFTSU reports related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of the reporter.

The FTSU service have not received any concerns specifically around the provision of chaperones

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/>

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