



Freedom of Information Request

Ref: UHB 19-700

22 November 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. What electronic/cloud software systems do you use to gather your governance information for the trust? We are looking at the monitoring your compliance of NICE, policies and responding to the CQC Must /Should do action plan developed post-inspection.
There is no specific system used other than MS Office tools.
2. How do you monitor compliance against your must and should do improvements?
Action plans are monitored until completion via our committee structure for quality governance.
3. Where do you store your Trust evidence of CQC compliance against the KLOE?
The Trust routinely monitors compliance with the Fundamental Standards (rather than KLOEs) on an ongoing basis. This information is stored on our Datix software system. The Trust also periodically self-assesses its core services against the CQC KLOEs. This evidence is held on MS Excel spreadsheets.
4. How often do you self-assess your trust against the KLOE?
Every 12-24 months.
5. How do you complete your KLOE self-assessments and who participates in this?
Assigned senior management leads for each core service are asked to work with other appropriate staff to compile key items of evidence (approximately 10-15 items of evidence for each quality domain). The self-assessment is then subject to a 'check and challenge' session with Executive Directors.

6. How do you monitor your ongoing compliance against KLOE?

As above, the Trust does not routinely monitor against the KLOEs; however it routinely monitors compliance against the CQC Regulations / Fundamental Standards.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust