

Compliance Team – Health Records

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FOI REQUEST NUMBER 142 2015

Request:

Please may I make a Freedom of Information request to your Trust? I would like to ask for the following information that relates to staff working across your mental health services only.

- 1) The name of your trust
- 2) How many complaints/concerns were raised by Trust staff members in 2013, 2014 and so far in 2015 regarding the following: (Please break each down by the year)
 - a) staffing levels/staffing shortages
 - b) shifts being filled by under qualified staff/staff "acting up"/agency staff/locums
 - c) staff overwork/unpaid overtime
 - d) staff not being able to take breaks
- 3) How many members of your staff took leave due to stress-related illnesses in 2013, 2014 and so far in 2015? (Please list the number by each year and this is for all staff members. If possible please break down by staff role – nursing, doctor, administrator etc)
- 4) The total number of calendar days in 2013, 2014 and so far in 2015 which have been taken off work by staff members of the Trust due to stress-related illnesses. (Please list the number by each year and this is for all staff members. If possible please break down by staff role – nursing, doctor, administrator etc)
- 5) How many members of staff does the trust currently have on stress-related leave? (Again if possible please break the number down with staff by role)

Response:

Thank you for your recent request under the Freedom of Information Act.

- 1) The name of your trust – **Norfolk and Suffolk NHS Foundation Trust**

2) How many complaints/concerns were raised by Trust staff members in 2013, 2014 and so far in 2015 regarding the following: (Please break each down by the year) -

- a) staffing levels/staffing shortages
- b) shifts being filled by under qualified staff/staff "acting up"/agency staff/locums
- c) staff overwork/unpaid overtime
- d) staff not being able to take breaks

Category	2013	2014	2015
2 a) staffing levels/staffing shortages	560	1020	493
2 b) shifts being filled by under qualified staff/staff "acting up"/agency staff/locums			
Insufficient regular nursing staff	127	170	45
No or lack of trained/supervisor staff	112	338	69
2 c) staff overwork/unpaid overtime	Information not collected		
2 d) staff not being able to take breaks	2	32	2

3) How many members of your staff took leave due to stress-related illnesses in 2013, 2014 and so far in 2015? (Please list the number by each year and this is for all staff members. If possible please break down by staff role – nursing, doctor, administrator etc)

Staff Group	2013	2014	2015
Add Prof Scientific and Technic	27	33	7
Additional Clinical Services	134	163	56
Administrative and Clerical	80	94	21
Allied Health Professionals	11	5	1
Estates and Ancillary	22	28	2
Medical and Dental	14	11	2
Nursing and Midwifery Registered	195	199	74
Grand Total	483	533	163

4) The total number of calendar days in 2013, 2014 and so far in 2015 which have been taken off work by staff members of the Trust due to stress-related illnesses. (Please list the number by each year and this is for all staff members. If possible please break down by staff role – nursing, doctor, administrator etc)

Staff Group	2013	2014	2015
Add Prof Scientific and Technic	1496	1010	351
Additional Clinical Services	4961	5486	4450
Administrative and Clerical	2435	3366	1203
Allied Health Professionals	437	227	1
Estates and Ancillary	306	1331	128
Medical and Dental	794	862	244
Nursing and Midwifery Registered	5323	7056	3855

Grand Total	15752	19338	10232
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5) How many members of staff does the trust currently have on stress-related leave? (Again if possible please break the number down with staff by role)

Staff Group	Total
Add Prof Scientific and Technic	2
Additional Clinical Services	23
Administrative and Clerical	3
Allied Health Professionals	0
Estates and Ancillary	3
Medical and Dental	3
Nursing and Midwifery Registered	17
Grand Total	51

The figures provided in 4 and 5 may relate to work related stress, but also includes staff suffering from other stress, such as home circumstances or personal reasons.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.