

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 305 2015

### Request

Could you please provide an up to date structure chart for the Communications, Marketing and Engagement teams within the organisation, showing the total number of staff in each department and their job titles.

Thank you in advance and should you have any additional questions or queries in relation to the request please feel free to get in touch

### Response

Thank you for your recent request under the Freedom of Information Act. I can confirm that all staff email addresses are [firstname.surname@nsft.nhs.uk](mailto:firstname.surname@nsft.nhs.uk) and can be contacted through the main telephone number 01603 421421. It is Trust policy to only provide senior managers names.

Leigh Howlett is the Director of Strategy and Resource who is responsible for the Communications Team – see attached organisation chart.

Robert Nesbitt is Company Secretary who is responsible for the Equalities and Engagement Manager and the Membership and Engagement Officer.

Jane Sayer is the Director of Nursing, Quality & Patient Safety who is responsible for the team Service User Engagement. Team members are listed below:

Lyn Skipper- IMROC and Recovery Lead is the overall Manager of service user involvement and engagement

Sharon Picken - Service User and Carer Involvement Lead- Norfolk and Suffolk  
Service User and Carer Involvement Coordinator for Norfolk and Waveney  
Youth Participation Lead

The Trust does not have a Marketing Department.

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](http://www.ico.gov.uk).

# Communications

