



South East Coast Ambulance Service NHS  
Foundation Trust  
Nexus House  
Gatwick Road  
Crawley  
RH10 9BG

Date 25<sup>th</sup> April 2018

Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/03/42.

You requested the following information, please also see our response below:

**Staff feedback data collected and submitted by your Freedom to Speak Up Guardian(s)**

**1. Please advise of how your Freedom to Speak Up Guardian(s) assess and monitor staff's experience of the service they provide.**

The Trust does not currently use the Freedom to Speak Up Guardian role in this way. Staff experience is monitored through the regular surveys and staff exit interviews.

**2. If they collect staff feedback, please advise how they do so, and when they started collecting such data.**

N/A as staff feedback is not collected by the Freedom to Speak Up Guardian

**3. Please provide the staff feedback data collected so far.**

No data has been collected by the Freedom to Speak Up Guardian.

**4. Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response.**

N/A

**5. If your Freedom to Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form.**

N/A

**6. Please advise how many forms have been sent out by your Freedom to Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back.**

N/A

**7. Please advise what staff feedback data your Freedom to Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data.**

The quarterly concerns data is submitted on line and no paper copy is retained. No feedback data has been submitted.

**8. Please also disclose any guidance received by the trust or the Freedom to Speak Up Guardian(s) from the National Guardian's Office on how to collect staff feedback, and any related correspondence between the trust and the National Guardian's Office submitting feedback data or discussing the submission of feedback data.**

No feedback data has been submitted

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust