

**Freedom of Information Act 2000**

**The Royal Cornwall Hospitals NHS Trust Response to Information request**

**Date Request Received: 25<sup>th</sup> March 2025**

**FOI Ref No 28154**

**Requested Information:**

1. Who holds trust wide responsibility for the maintenance of procedures and policies?
  - What is their name and email address?
2. What digital tools does the trust use for the staff to reference these procedures and policies? - ie – intranet
3. How does the trust record that staff have read and comply with the procedures and policies?
4. Which tools are used for on-boarding new staff in relation to reading procedures and policies?
5. How do the heads of department monitor that clinical and non clinical staff have read/understood mandatory procedural updates?
6. How many staff have accessed your NHS Intranet in the past year?

**Response:**

1. Please be advised that the trust does not publicly disclose the email addresses of staff members. Any Department can be contacted via the Trust Switchboard: 01872 25 0000

The Document Library Manager working in the Corporate Governance Team, provides detailed reporting and support to ensure those roles which are responsible for managing the policies under their specialty are aware of their responsibilities and timescales to managing their policies.

2. The software used to manage the Document Library which holds all the policies and procedures is:  
Document Manager and Contensis, and for reporting these are provided by the Beacon Reporting manager.

3. There is a monthly Trust wide communication of all Updated Policies, Guidelines, Procedures and Web Documents. In this communication it states that 'Managers and staff are expected to be aware of those policies, guidelines and procedures that affect them. Therefore, all managers are requested to ensure that their staff are made aware of the updated documents listed below, that were published, reissued, or extended, as appropriate to their work area'
4. The induction process provides a list of reading material that staff must read. As part of the signing their employment contract, staff agree to be aware of all Trust policies and procedures which impact them in their role. This is supported by their line manager when beginning a new role at the Trust. Reasonable adjustments can be made based on individual needs.
5. The monitoring of staff, both clinical and non-clinical, reading/understanding mandatory procedural updates would need to be directed at the heads of each department to provide the data on how they monitor this for their staff.
6. The RCHT intranet has been viewed **1,908,105** times between 07/04/2024 and 07/04/2025. 123,556 of these were recorded as unique visits

**Attachment(s):**

No Attachments

**Date Response sent: 22<sup>nd</sup> May 2025**