

FOI REF: 25/238

23rd April 2025

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1. **Who holds trust wide responsibility for the maintenance of procedures and policies?**

[Clinical Governance Team.](#)

2. **What is their name and email address?**

The Clinical Governance Administrator and Business Support Officer are responsible for the maintenance of procedures and policies. However, according to our Freedom of Information Policy, we only release the names of staff on Grade 8a or above.

I can confirm however that our Associate Director for Clinical Governance and Quality is Tola Phillips and has overall responsibility for the Clinical Governance Administrator and Business Support Officer roles.

The generic email address for the Clinical Governance Team is:

esh-tr.policies@nhs.net

3. **What digital tools does the trust use for the staff to reference these procedures and policies? - ie – intranet**

[Extranet/INPHASE Digital platform.](#)

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4. How does the trust record that staff have read and comply with the procedures and policies?

This will depend on the Policy; some Policies require that the staff member signs to say that they have read the Policy whereas with others the staff members are requested to familiarise themselves with a Policy or group of Policies.

5. How do the heads of department monitor that clinical and non clinical staff have read/understood mandatory procedural updates?

This will depend on the Policy. Some updates which materially change specific Policies will require staff to sign to say they have read them but with others there will be no specific monitoring process.

6. How many staff have accessed your NHS Intranet in the past year?

We do not record this information, but all staff within East Sussex Healthcare NHS Trust can access our Extranet, we have 8,742 substantive headcount as of 31st March 2025.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net