

Date: **13 September 2019**

Our reference: **FOIRQ5315**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

**Your Request**

1. *The job title of the most senior person in the Communications Department?*
2. *Number of whole time equivalent members of staff are there in the Communications Department?*
3. *Total pay budget for the Communications Department?*
4. *Total non-pay budget for the Communications Department?*
5. *Average open rates for staff email bulletins*
6. *Total annual attendance figures at internal staff briefings in 2018/19 (specifically briefings that were organised by the Communications Department)*
7. *Which of the following does the Communications Department report to the Board on a regular basis (yes or no answer): We have responded as below:*

*Media coverage  
Social media activity  
Website activity  
Intranet activity  
Internal email Open rates  
Attendance at staff briefings  
Video views  
Internal campaign performance*

8. *Please could you also let me know:*

*The % hand hygiene compliance at the trust in 2018/19*

9. *The staff turnover rate at the trust in 2018/19*

### Our Request for Clarification

The Trust asked you to provide clarification to confirm whether the information relating to the pay budget and non-pay budget figures for the Communications Department was for the period 2019/20? Or whether the information requested covered a different period? You were asked to specify the exact time period required.

### Your Response to Our Request for Clarification

*You responded and asked for the information to be provided for the period 2019/20.*

### Our Response

Please see our response (in bold) to your following request for information from Great Ormond Street Hospital for Children NHS Foundation Trust:

1. *The job title of the most senior person in the Communications Department?* **Director of Communications**
2. *Number of whole time equivalent members of staff are there in the Communications Department?* **8.8 WTE**
3. *Total pay budget for the Communications Department?* **Total pay budget covering 2019-20 is £494,482**
4. *Total non-pay budget for the Communications Department?* **Total non-pay budget covering 2019-20 is £92,184**
5. *Average open rates for staff email bulletins - Trust-wide average open Rate: 69.5% - Headlines weekly Trust newsletter: 72% - All staff emails: 67%)*
6. *Total annual attendance figures at internal staff briefings in 2018/19 (specifically briefings that were organised by the Communications Department) Prior to November 2018, we did not record attendance figures at internal staff briefings. The available data we hold is from November 2018 – June 2019, however, as some of the briefings had a very large attendance meant only an estimated headcount was recorded for a total of 2,150*
7. *Which of the following does the Communications Department report to the Board on a regular basis (yes or no answer): We have responded as below:*

Media coverage **Yes**  
 Social media activity **No**  
 Website activity **No**  
 Intranet activity **No**  
 Internal email Open rates **No**  
 Attendance at staff briefings **No**  
 Video views **No applicable for internal Communications**  
 Internal campaign performance **No**

8. Please could you also let me know:

*The % hand hygiene compliance at the trust in 2018/19*

**Since the introduction of new audit days in October 2018, please see the following compliance covering hand hygiene:**

Audit day	Trust wide bare below the elbow compliance	Trust-wide hand hygiene compliance
November 2018	96.2 % (1146 compliant/1191 opportunities)	72.54 %
February 2019	96.49 % (578 compliant/599 opportunities)	69.12 %

9. The staff turnover rate at the trust in 2018/19 **14.8%** Voluntary turnover rate in March 2019.

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your rights – see next page]**

**Your Rights**

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

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