

**Written Questions for Trust Board – Response Issued on 9 April 2025**

**1. Page 10 (of the 12 Month Learning encompass Staff Survey Report tabled at Agenda Item 7.4 of the Board meeting held on 29 January 2025) describes 50% as “a strong majority” which is factually incorrect. Page 10 also describes 49% as “a significant proportion”. How can an additional 1% transform a significant proportion into a strong majority? Page 12 has even more startling claims. “The majority (40%) of people” In what universe or mathematical system does 40% constitute a majority?**

Your comments have been passed to the relevant team for future reference.

**2. What is the plan to improve encompass implementation? What initiatives have come out of the staff surveys and how will impact/success be measured?**

The Trust was the first HSCNI organisation to launch encompass back in November 2023. The encompass Staff Survey has highlighted opportunities to support staff during what has been a complex period of major organisational change.

The findings will inform future improvement, training and support strategies to ensure the system works effectively for service users. Regular updates will be provided to Trust Board under the Quality4All Strategy standing agenda item.

**3. How can you be sure that SEHSCT is correctly identifying Serious Adverse Incidents (SAIs) and taking the required actions to address these and to conduct SAIRS (SAI Reviews) in a timely manner**

The Trust adheres to the Regional Procedure for the Reporting and Follow up of Serious Adverse Incidents 2016. All adverse incidents are graded for actual impact at the time of reporting using the Regional Risk Matrix and then reviewed to assess whether they meet the criteria of an SAI. These are discussed with the Directorate where a decision is made to report as an SAI. An SAI notification is completed and issued to SPPG.

The timescales for completing SAIs as defined in the current procedure are challenging but the Trust aims to progress these in a timely manner while also ensuring a thorough review is undertaken.

**4. What steps are being taken to reduce the size of the SEHSCT Trust Board to 13 members so that the Board operates in full compliance with Section 5 of the Partnership Agreement dated 4 January 2024 between the Department of Health and the South Eastern Health and Social Care Trust which said Agreement was signed by Jonathan Patton & Roisin Coulter on 4 June 2024?**

The Trust is fully compliant with the legislative requirement as set out in the Health and Social Services Trusts (Membership and Procedure) (Amendment) Regulations (Northern Ireland) 2007, Board Standing Orders and the aforementioned Partnership Agreement in respect of its membership.

Members of the Executive Management Team (EMT) not designated as Executive Directors are in attendance only.

**5. Why does SEHSCT communicate with members of the public who have made complaints via encrypted emails which are inaccessible to the vast majority of the general public?**

The Trust will endeavour to communicate with patients in a way that is agreeable to them. Where a complainant asks for an e-response, the response will be issued using the secure email encryption service together with guidance on how to access.

In line with the Trust's ICT Email Management Policy, any emails containing personal identifiable or sensitive information issued outside the HSC network must be encrypted. The Regional Secure Message Service which is accessible across any device, including smart mobile devices, with internet connection and a current web browser installed ensures safe and secure transit of information.

Regionally, the Business Support Organisation (BSO) Information Technology Service regularly review and update the Secure Message service to ensure it is available on as wide a range of device as possible. The supporting guidance has recently been updated.