

Ref: FOIA Reference 2018/19-746

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 9th April 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 7th March 2019 requesting information under the Freedom of Information Act (2000) regarding losses and special payments.

On 18th March 2018 we contacted you via email as we required the following clarification on question 2: did you require information regarding stock write offs would you prefer the information to be focussed on bad debts or ex-gratia payments?

On 27th March 2019 you replied via email the following:

"Both. I just want the three biggest items that were accounted for under the losses and special payments category by the ex-gratia payments or bad debts".

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 In your financial accounts for the financial year 2017/18 did you have a section for "losses and special payments?"

1. If so how much money was accounted for in the 2017/2018 financial year as being "losses and special payments"? (Please note I am aware that the loss may have occurred many years earlier but I am interested in items which were accounted for in the last financial year, irrespective of when the loss took place.)

A1 I can confirm that the Trust holds information regarding losses and special payments, but feel this information is exempt under section 21: information reasonably accessible by other means. This is because the information is available via the Trust's public website at the following link: <http://www.uhn.nhs.uk/aboutus/How-we-are-doing/Pages/How%20we%20are%20doing.aspx>
* Information is included in note 30 (page 51) of the accounts.

Q2 Please detail the three largest single amounts within this total, giving a cost for each loss and a detailed description of the claim and the reason for the loss.

A2 The 3 largest items within the overall balance (as per the clarification above) are:

- £83,762 refund to UHNM Charity relating to a Robot Washer the Trust was unable to use after the equipment was purchased.
- £5,000 Ex gratia payment requested by the CEO to prevent financial hardship
- £2,499 Ex gratia payment relating to a replacement hearing aid which was lost while a patient was at the Trust.

Q3 What was the biggest loss written off in 2017/18 (regardless of when the debt was accumulated) that related to an unpaid patient bill? Please state the total amount of this written off debt, the nationality of the patient and the department of the hospital the majority where the majority of the bill was incurred.

A3 Please see below:

- Debt written off £1,929.74
- The Congo.
- The invoice related to Maternity Care.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,





**University Hospitals
of North Midlands**
NHS Trust

Leah Carlisle
Deputy Head of Quality, Safety & Compliance

