



Ref: FOIA Reference 2018/19-097

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

Date: 25th May 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 11th May 2018 requesting information under the Freedom of Information Act (2000) regarding chargeable items.

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 Q1 & 2:**
Does your trust charge patients for use of the following items? If so what is the hourly charge as of 1 May 2018?
- a) **Television**
 - b) **Internet**
 - c) **Telephone**

A1 Please see below

	RSUH	County
a) Television	There are no charges	Please note that this is a 3rd party service and any monies are not collected by the Trust
b) Internet	Please note that this is a 3 rd party service and monies are not collected by the Trust	Please note that this is a 3rd party service and any monies are not collected by the Trust
c) Telephone	Standard charge for use of public telephone	Please note that this is a 3rd party service and any monies are not collected by the Trust

- Q2 What is the total amount the Trust received in charges in each year 2017/18, 2016/17 and 2009/10 for each item?**
- a) **Television**
 - b) **Internet**
 - c) **Telephone**

A2 Information not held

Q3 How many individual patients paid charges in each year 2017/18, 2016/17 and 2009/10 for each item?

- a) Television
- b) Internet
- c) Telephone

A3 As above

Q4 What was the highest amount charged to one patient for each item in each year 2017/18, 2016/17 and 2009/10.

- a) Television
- b) Internet
- c) Telephone

A4 As above

Please use the following table for answers if possible:

	Television	Internet	Telephone
Charge for use? Y/N			
Hourly charge as of 1 May 2018?			
Total amount the Trust received in charges in year 2017/18			
Total amount the Trust received in charges in year 2016/17			
Total amount the Trust received in charges in year 2009/10			
Highest total amount charged to one patient for item in year 2017/18.			
Highest total amount charged to one patient for item in year 2016/17.			
Highest total amount charged to one patient for item in year 2009/10.			
Total number of individual patients who paid charges in 2017/18			
Total number of individual patients who paid charges in 2016/17			

Total number of individual patients who paid charges in 2009/10			
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*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

Mojgan Casillas
Interim Information Governance Manager