



Ref: FOIA Reference 2018/19-351

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

Date: 13th September 2018

Tel: 01782 676474
Email FOI@uhnm.nhs.uk

Dear

I am writing in response to your email dated 7th September 2018 requesting information under the Freedom of Information Act (2000) regarding the Mortuary service

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 I am writing on behalf of the Mortuary service at the Royal Oldham Hospital. We are looking into how we can improve and streamline our service here. As a result of this, we wondered if you could spare us a little time to answer a few questions;

Do you have a set fee which is charged to funeral directors if they do not collect a deceased patient when their paperwork is complete?

A1 The Trust does not have a set fee.

Q2 If so, do you give a time frame e.g. 24 Hours from the completion of paperwork to collection of the deceased patient?

A2 Not applicable.

Q3 If you do have a set charge, what is this fee per day?

A3 Not applicable.

*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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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance