



Ref: FOIA Reference 2018/19-445

Date: 13th November 2018

Tel: 01782 676474

Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 25th October 2018 requesting information under the Freedom of Information Act (2000) regarding patient advice and information.

On the same day we contacted you via email as we required a time frame for question 5

On 26th October 2018 you replied via email with the following:

“For clarification on question 5, the time frame is from the start of the formal agreement until the termination of the contract”.

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 Do you have any provision for providing benefits, legal or welfare information to patients on trauma or other wards?

A1 Yes, for trauma patients. In addition, patients affected by cancer, and their families, the Macmillan Support and Information Service (MCSIS) will assess for a one-off grant to help with the extra cost of cancer whilst waiting to access any longer term/ongoing State benefits such as Personal Independence or Attendance Allowance or income related benefits for those unable to/out of work. We will refer to a local Macmillan Welfare Benefits Service (Disability Solutions) on behalf of the patient or will provide the direct number for them to ring if they choose. We also will refer to Macmillan Cancer Support’s national Financial Guidance Team for support regarding pensions, mortgages, insurance etc. There is also the newly formed Staffordshire University Legal Advice Clinic which provides a dedicated contact number for people affected by cancer and is managed by a solicitor with the support of third year legal students to support their training. All of the above are open to inpatients with the MCSIS and Disability Solutions providing ward visits as required.

Q2 Do you have a legal, signposting, rehabilitation or welfare clinic on site?

A2 The MCSIS offers a service Monday - Friday, 10am – 4pm, requiring no referral or appointment. There is a wide range of written information and service users are assessed for referral to one of the services outlined above or indeed to other services, both local and national, to meet their needs. The MCSIS maintains an up-to-date signposting directory on all aspects of living with and beyond cancer.

Stewart's Law, Headway and the Spinal Injuries Association (SIA) come to see trauma patients at the RSUH to provide information and signposting help.

Q3 Have you entered into a formal agreement with any company or charity to provide the above? If so who?

A3 Stewart's law have a 12 month formal agreement with the Trust

Q4 When does the agreement start and end and who signed the agreement on behalf of the Trust and provider?

A4 Our Trust entered into a licence agreement with Stewart's law to provide free advice to patients (both trauma and non-trauma) on legal claims, financial advice and benefits and welfare advice. It is for 12 months and commenced in Feb 2018

Q5 What benefits or income does the Trust/department receive?

A5 The patients who have suffered from a traumatic injury (sometimes life changing) who come to the Major Trauma Centre at RSUH often have financial, legal, welfare/ benefits worries, concerns and questions. The services that are offered by the above organisations are beneficial to these patients as they can often answer and advise on such issues, free of charge.

Q6 Are there any companies advertising on the patient information given out for signposting/legal advice?

A6 The services outlined for Macmillan Support and Information Service (MCSIS) are free to patients and the advice is provided by local/national charities.

- Headway North Staffordshire provides a leaflet on the ward, providing information on the services that they provide for patients. They also provide advertising on the back page.
- The leaflet on the wards from the SIA does not advertise a company. It promotes their charity work and the services that they can provide for patients and families with spinal cord injury.
- The Leaflet from Stewart's Law has their contact details and the service they offer to patients at the Royal Stoke who have who have suffered from Major Trauma. They are advertising their own service.

Q7 Does the agreement have a clause excluding any claims to be made against the Trust?"

A7 The Agreement with Stewart's Law includes a provision that they cannot advise in respect of claims against the Trust or the NHS

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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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