



Ref: FOIA Reference 2022/23-052

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 11th July 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 28th April 2022 requesting information under the Freedom of Information Act (2000) regarding Covid-19.

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

On the same day we contacted you via email as we required a timeframe for the information.

You replied via email with:

'I apologise for not clarifying the particular dates. Could you do the Freedom of Information request on going forward with dates?

Year 2020
Year 2021
Year 2022'

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 Can Clinical Manager/Administrative personnel refuse a patient treatment/surgery under any reason? And who makes a decision for denying treatment/surgery?

A1 Decisions regarding treatment/surgery are made by the clinician based on clinical need and consent of the patient to have treatment/surgery. There may be delayed treatment/surgery if

there are issues with available capacity and a manager/administrator may call a patient to discuss the reason for a delay

Q2 Can the hospital refuse a patient treatment/surgery for refusing to do a PCR test?

A2 This is not a recognised reason to not offer treatment/surgery

Q3 How many patients have been refused treatment or surgery for not doing a PCR test?

A3 Information not held

Q4 Can the hospital refuse a patient treatment or surgery for refusing to do a LFT test?

A4 This is not a recognised reason to not offer treatment/surgery

Q5 How many patients have been refused treatment or surgery for not doing a LFT test?

A5 Information not held

Q6 Can the hospital refuse a patient treatment/surgery for refusing to wear a face mask?

A6 This is not a recognised reason to not offer treatment/surgery

Q7 How many patients have been refused treatment or surgery for not wearing a face mask?

A7 Information not held

Q8 Can the hospital refuse a patient treatment or surgery for not wearing a visor?

A8 This is not a recognised reason to not offer treatment/surgery

Q9 How many patients have been refused treatment or surgery for not wearing a visor?

A9 Information not held

Q10 What is the difference between a face mask and a visor?

A10 Not subject under FOI, however a Google search should be able to supply your answer

Q11 Can the hospital refuse a patient denial for a chaperone? And if so, Why? What is the protocol for access for a chaperone?

A11 We would always aim to provide a chaperone if requested. We do have a chaperone policy which staff can refer to

Q12 If a patient is staying in hospital, can the hospital deny visitation for this patient? If so, Why? What is the protocol for a patient to seek visitation rights?

A12 Throughout the pandemic we have followed national guidance regarding visitors however each ward/department has strived to be sympathetic to patient needs and have gone above and

beyond to support patients to have a visitor if they were distressed and required additional support. In terms of denying access to visit this would be a rare occurrence and could be linked to a safeguarding action plan for example

Q13 What are the protocols whereby the patient is refused treatment or surgery, who makes these decisions? And what happens next?

A13 Decisions about treatments (including surgery) are made through discussion between the patient and the responsible clinician. If there is a disagreement about the management plan, which cannot be resolved through further conversations, the patient or doctor could request a second opinion from an independent colleague

Q14 Every time a patient is referred to your hospital, how much money does the hospital receive for that patient?

A14 UHNM does not receive a referral fee

The questions above should include all University Hospitals of North Midlands NHS Trust Hospitals. Would you also send the policies and procedures you have in place for face covering, visor, PCR testing, Lateral Flow Testing.

*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

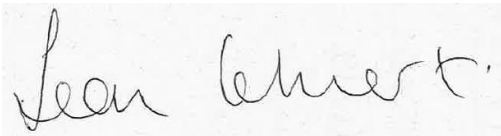
still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

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 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager