



Ref: FOIA Reference 2024/25-293

Date: 29th August 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 5th August 2024 requesting information under the Freedom of Information Act (2000) regarding Policy/SOP

On 7th August we contacted you via email with the following:

Please could I request a copy of all relevant policies and SOPs in regards to MRI scans for service users.

On the same day you replied with:

'sorry but I didn't think it was that complicated? I am after published policies and relevant SOPs for which staff follow for service users undergoing MRI scans.

Surely there's only a couple of documents

It's to support a family member in making a well justified complaint in relating to the MRI department at Stafford County Hospital.

Your website clearly states that any policy or procedure can be requested for view at this email address'

On 8th August we contacted you again with the following:

Please narrow this down to the area of body that MRI refers to as your request is still too vague, UHNM has literally hundreds of documents (we stopped counting at 250) ,

On the same day you replied with:

'It's concerning a family member who went in for an MRI of the neck and spine

He was then presented with an unclean and screwed up gown with tie backs. When questioned, it was confirmed by the radiographer that wearing his own clothes (without metal as he's had scans before) would not affect the machine or results.

Despite this there was an insistence on him undressing out of his underwear and walking through several waiting rooms uncovered at the back. He refused on dignity grounds and therefore the scan was refused.

That is a very brief summary of the complaint which will be going to PALS in full.

We would like ratified and published policy and SOP documents that relate to the above and any equality impact assessments which support the actions of the staff'

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 Please could I request a copy of all relevant policies and SOPs in regards to MRI scans for service users.

A1 Please find attached our departmental Local Rules (section 9.1 addresses the need for patients to change into a metal free gown). We have also attached the poster displayed in each changing cubicle across both the Royal Stoke and County sites, explaining to the patient the need to change and how to wear the gowns to maintain dignity. For completeness we have also attached Appendix C which, shows that the changing cubicles are located within the secure lobby and do not necessitate walking through several waiting rooms

*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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records