NHS
University Hospitals of North Midlands
NHS Trust

Ref: FOIA Reference 2019/20-471

Date: 21st November 2019

Dear

I am writing in response to your email dated 8th November 2019 requesting information under the Freedom of Information Act (2000) regarding telecare monitoring

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 INTRODUCTION - With future emphasis being towards INTEGRATED CARE, this FOI is investigating how advanced all types of healthcare organisations are, in being able to access information about patients in their own home /other non-hospital settings and supporting the local population with long term conditions. This part of the FOI survey is directed at ACUTE Trusts,*(although other types of healthcare providers will also be polled)* and relates to the use, endorsement or sub-contracting of a manned response and monitoring centre, to provide 24x7 monitoring and communication which may;

- **Address patients' concerns and questions**
- **Act upon safety-related alarms and alerts**
- **Include out of hours provision for NHS patients and private customers alike.**

Some acute NHS Trusts have already implemented monitoring centres and even promoted these to other NHS organisations as an income generating opportunity. We understand that the greater impetus has been to promote dignity, independence and safety in a patient's own home and as a way of expediting discharge plus pro-actively reducing hospital re-admissions and A&E attendances.

A1 Please refer to the attached spread sheet.

*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.
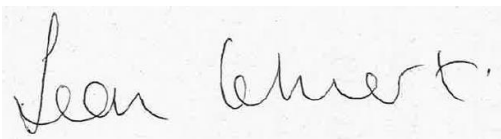
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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,

Jean Lehnert
Information Governance Manager