

Ref: FOIA Reference 2019/20-601

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

Date: 31<sup>st</sup> January 2020

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 20<sup>th</sup> January 2020 requesting information under the Freedom of Information Act (2000) regarding losses and special payments.

As of 1<sup>st</sup> 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 In your financial accounts for the financial year 2018/19 did you have a section for “losses and special payments?”**

**1. If so how much money was accounted for in the 2018/2019 financial year as being "losses and special payments"? (Please note I am aware that the loss may have occurred many years earlier but I am interested in items which were accounted for in the last financial year, irrespective of when the loss took place.)**

A1 I can confirm that the Trust holds information regarding losses and special payments, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link: (note 31 (page 54) of the accounts)  
<http://www.uhnm.nhs.uk/aboutus/Regulatory-information/Pages/AnnualReportsandAccounts.aspx>

**Q2 Please detail the three largest single amounts within this total, giving a cost for each loss and a detailed description of the claim and the reason for the loss.**

A2 The response below is based on individual claims and therefore excludes stock write offs which in total are of higher value. The 3 largest items for individual claims within the overall balance are, see below:

- £3,692.90 ex-gratia payment relating to loss of patients cash and replacement keys while patient at the Trust.
- £970.00 ex-gratia payment relating to loss of patients dentures while patient at the Trust
- £947.23 ex-gratia payment relating to compensation payment awarded by a tribunal.

**Q3 What was the biggest loss written off in 2018/19 (regardless of when the debt was accumulated) that related to an unpaid patient bill?**

**Please state the total amount of this written off debt, the nationality of the patient and the department of the hospital the majority where the majority of the bill was incurred.**

A3 As per the note to the accounts above there were no write-offs in 2018/91 relating to an unpaid patient bill.

\*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.

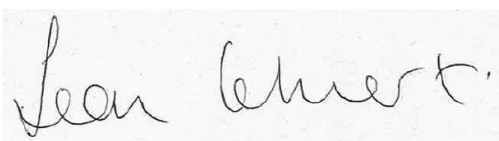
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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





University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Information Governance Manager

