



Ref: FOIA Reference 2024/25-083

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

Date 21st May 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 1st May 2024 requesting information under the Freedom of Information Act (2000) regarding Bank Transfer

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 I have two questions that I would like help with for my improvement project.

For the last financial year, has your trust been providing direct bank transfers into patients' accounts for the Healthcare Travel Costs Scheme? If yes, what has been the average waiting time (Business working days) for a patient from making the request to receiving the money in their bank account?

A1 Not applicable to UHNM as we don't pay direct into patient accounts.

Q2 For the last financial year, has your Trust been providing direct bank transfers into the bank accounts of patients, their next of kin, or the executor of their Will for any money deposited during admission? If yes, what has been the average waiting time (Business working days) from the request to the money being received in the bank account?

A2 As answer 1

*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