

**Information Governance**

White Building  
Littlemore Mental Health Centre  
Sandford Road  
Littlemore  
Oxford  
OX4 4XN

Tel: 0845 219 1269  
Fax: 0845 219 1275  
Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

1 June 2018

Reference no. 18190036

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 19 April making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request:**

- In the last 5 years, how many, if any, walking frames (including zimmer frames, wheeled walkers, rollators and pick-up walkers) and how many walking sticks have been issued to patients by your Trust? Please include separate numbers for each category of walking aid.
- What was the total spend by your Trust on the above for each of the last 5 years? (if possible, please break this down by year and item type).
- How many of the above have been returned to your Trust by patients over the last 5 years? (if possible, please break this down by year and item type).
- Of those returned, how many were deemed fit for re-use and how many were classed as unfit for re-issue?

**Response:**

The Trust is also not able to comply with your request as to do would require it to exceed the appropriate limit. Some of the information requested is held in manual or un-centralised records and some only in individual patient records and other by a third party provider. There are over 10000 records to review and even if it took only 1 minute to review each record a minimum of 166 hours work would be required to comply with your request. The appropriate limit set in regulation by section 12 of the Freedom of Information Act is 18 hours.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance