

**Information Governance**

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7 June 2018

Reference no. 18190063

Dear

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

Thank you for your email of 9 May 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**

Please can you let me know: During the last financial year (FY 17/18,) the total amount spent on replacing patients damaged or broken spectacles (glasses,) hearing aids and dental prostheses.

A total for all items would be great. There is no need for costs by impairment device type.

**Response:**

The Trust have conducted a records search and can confirm that there is no information or costs assigned to Losses and Special Payments for replacing service user's spectacles, hearing aids or dental prostheses.

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