

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

15 May 2018
Reference no. 18190067

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 11 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

Q1 & 2:

Does your trust charge patients for use of the following items? If so what is the hourly charge as of 1 May 2018?

- a) Television
- b) Internet
- c) Telephone

Q3

What is the total amount the Trust received in charges in each year 2017/18, 2016/17 and 2009/10 for each item?

- a) Television
- b) Internet
- c) Telephone

Q4

How many individual patients paid charges in each year 2017/18, 2016/17 and 2009/10 for each item?

- a) Television
- b) Internet
- c) Telephone

Q5

What was the highest amount charged to one patient for each item in each year 2017/18, 2016/17 and 2009/10.

- a) Television
- b) Internet
- c) Telephone

Response:

Oxford Health NHS FT make no charge to patients for television, internet or telephone use. The Trust do not hold any information in relation to this request therefore.

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