

**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)

2 May 2017

Reference no. 17180009

Dear

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

Thank you for your email of 5 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:**

I am researching NHS income for the cost of treating accident victims, including the process for recovering money owed from third parties.

Please provide the information requested in the attached excel questionnaire by completing and returning the document to me in excel format. Please provide all of the information that you are able, leaving cells blank where this is not possible and indicating in the notes column why this is not possible.

**Response:**

Income recovery:

2014/15	2015/16
£98,921	£94,222

1. The Trust does not record third party incidents at the point of entry. All claims are made via the NHS cost recovery site.
2. Data is initially recorded when the patient comes into the service clinical system called Adastra. Claims are reviewed through the NHS cost recovery site on a regular basis an administrator will review the information on the NHS cost recovery site and then the demographics with that identified within Adastra. If the patient information matches the administrator identifies that the patient attended and whether an ambulance

transported them. Once this has been submitted, if the claim is successful we receive a payment directly from the Department of Work & Pensions which is reported as income in our accounts.

3. The Trust only recovers cost when patients make a claim
4. Finance Department
5. The service only identifies that the patient attended and whether they were brought via ambulance, other than that the service is not involved further.
6. CRU website

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