

Information Governance

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28 July 2017

Reference no. 17180100

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 10 July, 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 would like to know the numbers of patients who have been 'blacklisted' by the trust.

I've used the word 'blacklisted' as an umbrella term to also refer to those who have been refused care, or referred to another NHS service provider because of issues with their relationship with the trust – ie violent towards staff, abusive towards staff, nuisance, persistent complainer, irrevocable breakdown in relationship, etc.

For each of the last 10 years please tell me:

How many patients were 'blacklisted' from the trust?

And for each patient please tell me:

1. Their sex
2. Their age
3. Where they were 'blacklisted' from (eg department name, several departments, whole trust)
4. Reason why (eg violent towards staff, abusive towards staff, nuisance, persistent complainer, irrevocable breakdown in relationship)

5. Detail behind the reason (eg staff member punched, breakdown in relationship due to unresolved complaints etc)

6. Whether they are still 'blacklisted'

If a patient was 'blacklisted' for more than one year, please make clear in the figures

Response:

One, male, 40s, whole service, public health risk, spread of infectious disease.

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