

**Information Governance**

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1 June 2018

Reference no. 18190038R

Dear

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

Thank you for your email of 2 May asking for a review of the Trust response to an FoIA request made by you on 5 April. The request was:

**Request**

Can you please provide me with CCHC'S documented processes and procedures for post operative support, under the Freedom of Information Act 2000.

I would like documents on how to apply, who is eligible for such support, what your process is with regards to putting that support package in place and any other relevant information under that same umbrella. Can you also provide details of the documents' edition numbers and dates they are issued.

The Trust complied with the request and provided the information it held on 2 May.

Request for review:

Thank you for sending these documents.

Please note that the full request in my 5th April email was;

"Can you please provide me with CCHC'S documented processes and procedures for post operative support, under the Freedom of Information Act 2000.

I would like documents on how to apply, who is eligible for such support, what your process is with regards to putting that support package in place and any other relevant information under that same umbrella. Can you also provide details of the documents' edition numbers and dates they are issued."

So I would like to see CCHC's Documented "Processes and Procedures" on who is eligible and how post operative care packages is allocated in more detail. What you have provided me is a brief snippet not the full procedure. I expect Health to have a more thorough process documented to such needs and services.

Please also note that document revision numbers and release dates were not included in your email. Can you please make sure every document has this information enclosed with it.

Response:

We have reviewed the response to your request and sought clarification from Children's CHC. We have concluded that the Trust complied with the request and provided the information it held on 2 May, which was not otherwise available. The Trust apologise for not including a reference to information available on the Trust website, where section 22 of the Freedom of Information Act applies, and which is located at the following URL:

[https://www.oxfordhealth.nhs.uk/service\\_description/oxfordshire-childrens-continuing-care/](https://www.oxfordhealth.nhs.uk/service_description/oxfordshire-childrens-continuing-care/)

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

