

**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)

24 October 2018

Reference no. 18190253

Dear

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

Thank you for your email of 9 October 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 share your serious incident reporting criteria and process
- Are all patients that are admitted to a caseload who die unexpectedly reported as a serious incident for the organisation?
- If not – what criteria do you use?

**Response:**

Please find a copy of the policy attached to the accompanying email.

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