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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

10th October 2023

With reference to your request for information received on 13 September 2023 in which you asked:

I would like to request information regarding your Assisted Discharge and Support at Home Services.

For clarity, we are referring to those services where a third-party provider offer support, transport and settling services to patients to ensure an efficient, safe discharge which reduces the incidence of delayed or failed discharges. Support at Home services are those where a third party provides a set period of support to patients recently discharged from hospital to increase independence and reduce the incidence of readmission.

- Please advise who provides your Assisted Discharge and Support at Home services (Name of all providers)
- What is the annual value of the contract/s?
- What is the duration of the contract/s?
- What are the start and end dates of the contract (plus any potential extension periods)?
- How many service users are supported through this contract on an annual basis?
- What are the individual performance measures and KPIs on the contract? How is your provider performing against each performance measure and KPI? (%)
- Who is the person responsible for managing your Assisted Discharge and Support at Home services?
 - Name
 - Title
 - Email address
 - Contact number

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do not hold the information you have requested. The Trust does not currently have a contract for the provision of such services to it.

Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems.

Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours sincerely

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.