

Date: **4 July 2019**

Our reference: **FOIRQ5224 & FOIRQ5240**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

Your Requests

Please provide a copy of the following policies:

- *Discharge Policy*
- *Changing Consultants and Patient Rights Policy*
- *I would like a copy of the patient/parents rights here at gosh a services eg. the role parents\careers play and have.*

Our Request for Clarification

The Trust sought clarification on the following points:

The Trust does not hold a policy entitled Changing Consultants and Patient Rights Policy. As there was a possibility that this information may be contained within other documents we asked you to specify exactly what information you are interested in, e.g. Subject Access Rights (SAR), Consent rights, and Transition rights?

In respect of the information requested on 'Patient and Parent/Carers Services here at GOSH', we were also not clear what you mean by "Services". We asked if you could please confirm do you mean services that are specific to Patient and Parent Rights, e.g. PALS, CAB and Complaints?

Your Response to Our Request for Clarification

I'm just enquiring about if there's a policy of the rights to obtaining or viewing a patient records especially for parents. just wanted to find out what rights reserved for patients/parents seeing that their legally responsible for the child and if the medical team, patient and parents all have to agree on what's the plan and the transparency is clear for everyone. basically any information on the process on how the system works at great ormand Street hospital. i been getting pointed all kind of directions and just wanted to know one specific thing (what rights patients have that's in regards to their satisfactory care).just enquiring.

Note: On the 10th June 2019 we contacted you to see whether you wished to receive a combined response to both your requests FOIRQ5224 and FOIRQ5240. You responded on 14/06/2019 as follows:

*Yes, that's fine, it can be separated I'm just enquiring about it and would like to have it in any format especially seeing that it's a complicated request and process on part of the hospital, my family would just like some understanding of how the hospital works with transparency of information.
Looking forward to hearing from you.*

Our Response

Great Ormond Street Hospital for Children NHS Foundation Trust is currently reviewing the Discharge and Patient Policy covering the whole Trust. The updated version of this policy is expected to be referred to the Policy Approval Group in July 2019. The policy is unavailable until approval has been granted and updated on our systems. However, we have attached a copy of the existing (out of date) version of the Discharge and Patient Policy. Please also see note below**

The Trust does not hold a policy titled either 'Changing of Consultants Policy' or 'Patient's Rights Policy'. The changing of consultants is managed locally by the relevant medical teams; and patient safety information is covered under a number of different named documents across the Trust. We have therefore been able to locate information titled 'Accessing Health Records Policy and Procedure' which is currently being updated. However, we have attached a copy of the existing (out of date) version of the Accessing Health Records Policy and Procedure. Please also see note below**

Please Note: **Section 22(1) of the Freedom of Information Act 2000 exempts information that is currently under review with the intention of future publication. We expect a new version of the *Accessing Health Records Policy and Procedure* to be available in the autumn 2019. The new version of the Discharge and Patient Policy is also expected to be available at the end of August 2019.

The GOSH website <https://www.gosh.nhs.uk/> provides various types of information to assist patients and their families, which includes the following website link:

<https://www.gosh.nhs.uk/medical-information/procedures-and-treatments/if-you-see-it-say-it-raising-concerns-about-your-child>

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF