

Ref: FOI/GS/ID 8991

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

28 March 2024

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Cashiers Office.

You asked: All questions are shown as received by the Trust.

- 1. Do you have a Cashiers/General office in your Trust?*
- 2. If yes, how many site do you have? Do you have Cashier/General office based on each site?*
- 3. How many days of the week do you have the Cashiers/General office open*
- 4. What service do you provide in Cashiers/General office?*

Trust response:

1. Yes
2. one at Maidstone Hospital (MGH) and one at Tunbridge Wells Hospital (TWH).
3. The cashiers office at MGH is open on a Wednesday for public. The General Office is open all week. The office at TWH deals with internal departments only. We do have Cashiers at the Main receptions at both hospitals to give advice as well.
4. MGH: Patient travel reimbursements, petty cash and giving out change for departments at the hatch at Maidstone, counting of the dining room and banking. The cashiers on both sites will do administrative work throughout the week in the offices, for example, dealing with G4S collections of cash and cheques and the processing of HC5 forms which is patient fares, lost property and charity donations, Long service Awards for staff.

At TWH the office is for internal departments only due to the decreasing demand for the service from members of the public. The cashiers still do the administrative work listed above and give out change and the bags for the G4S collections

On both sites we also supply floats for certain departments in the trust.