

Ref: FOI/GS/ID 9094

Please reply to:
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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 the Healthcare Travel Costs Scheme.

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

- 1. For the last financial year, has your trust been providing direct bank transfers into patients' accounts for the Healthcare Travel Costs Scheme?
a. If yes, what has been the average waiting time (Business working days) for a patient from making the request to receiving the money in their bank account?*
- 2. For the last financial year, has your trust been providing direct bank transfers into the bank accounts of patients, their next of kin, or the executor of their Will for any money deposited during admission?
a. If yes, what has been the average waiting time (Business working days) from the request to the money being received in the bank account?*

Trust response:

1. We can see from our records when we received the forms from the Cashiers team and we have the dates we processed them and the date we paid them, which in normal circumstances would be within a week of receipt, but unfortunately, we have no record of the dates the forms were completed by the patients, authorised by the Newcastle office and received by the Cashiers team.
2. The Trust Cashiers Office do not provide patient bank transfer services.