

Compliance Team – Health Records

Kestrel House
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

Tel: 01603 421687
Fax: 01603 421411

FOI REQUEST NUMBER 58 2015

Request:

I would be grateful if you would provide me with copies of the eligibility and selection criteria of your NHS foundation trust referred to in General Condition G8 (Monitor's 2013 publication, 'The new NHS provider licence'), and in accordance with Section 103 (1) and (2) of the HSC Act 2012).

I would also be grateful if you could provide me with any information as to how these criteria have been set and applied and where they are published.

Response:

Thank you for your recent request under the Freedom of Information Act, I can confirm the following:

As the primary provider of mental health services in Norfolk and Suffolk, anyone with a mental health condition is eligible to access our services. Given the nature of mental health services, and the way they are currently commissioned, patient choice between provider is limited.

Eligibility for our individual services in each area can be found on our website:
<http://www.nsft.nhs.uk/Our-services/Pages/Service-Search-Results.aspx>]

Additional information may also be available from - <http://www.heron.nhs.uk/Default.aspx> and from the organisation NHS Choices.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.