FOI 3053

Date 13/05/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. For the last financial year, has your trust been providing direct bank transfers into patients' accounts for the Healthcare Travel Costs Scheme? 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?

Yes, if we have the patients bank account details we will make payment via their bank account (the majority are reimbursed in cash so it is just the postal HC5 claims) Where we make payment direct to their bank the average working days for it being their account is 5.

1. 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? If yes, what has been the average waiting time (Business working days) from the request to the money being received in the bank account?

Yes – similar time so on average 5 days

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If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust