

Date: 1/07/2016

FREEDOM OF INFORMATION REQUEST 012834 – Cancer patients

Under the FOI Act 2000, CLIC Sargent (the UK's leading charity for children and young people with cancer, and their families) would like to request the following information for Russells Hall Hospital, Guest Outpatient Centre Dudley, and Corbett Outpatient Centre Stourbridge:

1. What car parking exemptions or concessions, if any, do you offer for cancer patients?

Free parking is available for cancer patients that attend hospital 3 or more times per week.

2. Where a child is under 17, do these exemptions or concessions for cancer patients apply to their parent or guardian?

Children under 17 are not treated for cancer at the Dudley Group NHS Foundation Trust, they are treated at a specialist unit, and therefore, this is not applicable.

3. Do exemptions or concessions apply to cancer patients who are attending follow up appointments (i.e. they are not undergoing active treatment)?

Free parking is still available for cancer patients as long as they still attend hospital 3 or more times per week.

4. How many exemptions have been awarded in the years 2011/12, 2012/13, 2013/14, 2014/15, 2015/16 for:

a. Parents of children with cancer

b. Young people (17-25 years old) with cancer

Children under 17 are not treated for cancer at the Dudley Group NHS Foundation Trust, they are treated at a specialist unit, and therefore, this is not applicable.

5. Where do you display information about parking concessions or exemptions/how are those eligible informed?

Nursing staff on the ward inform relevant patients about the concessionary cards.

6. How many complaints have you received from cancer patients under 25 years old or parents of children with cancer regarding car parking charges or information about car parking charges in the following years?

a. 2011/2012 – Information not held

b. 2012/2013 – Information not held

c. 2013/2014 - None

d. 2014/2015 - None

e. 2015/2016 - None

7. Do you have wireless internet (wi-fi) available to cancer patients under 25 years old and their families on the appropriate ward and/or elsewhere in the hospital?

WiFi access is for all patients across the whole Dudley Group NHS Foundation Trust site

8. If so, is this free or is there a charge for this? (Please include details where there is an initial free period, followed by charged access)

Patient WiFi is supplied by WiFi-Spark, subscription costs:

<p>If "Buy Time" has been selected, what Tariff has been agreed?</p>	<p>4 Hours - £3.20</p> <p>24 Hours - £6.00</p> <p>1 Week - £12.00</p> <p>1 Month - £17.50</p> <p>6 Months - £70.00</p> <p>12 Months - £125.00</p>
<p>Free to Use following registration and agreeing to the terms and conditions you get 15 minutes free (per device)</p> <p>(Free to Use can be time limited and combined with buy time or voucher login)</p>	<p>First 15 mins free</p>

9. What is the internet connection speed? (Please specify the speed in the areas where young cancer patients access, for example the wards)

100Mbs internet connection shared for patient and staff.

10. How many complaints have you received from cancer patients under 25 years old or parents of children with cancer regarding access to the internet or wi-fi in your hospital in the following years?

- a. 2011/2012 – N/A
- b. 2012/2013 – N/A
- c. 2013/2014 – N/A
- d. 2014/2015 – Information not held (WiFi spark is responsible for service)
- e. 2015/2016 – Information not held (WiFi spark is responsible for service)