

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-000477

Date: 23/11/23

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Hello and my apologies for needing to send this email. I have spent much time searching our webpages to locate you procedures of patient care particularly relating to deception, refusal to treat, excessive delay in testing and treatment and would like you to send me by return email all of your policies relating to how patients will be treated while in Russells Hall hospital.

I hope this will be but a few moments work to you as a blind computer user I find your websited highly inaccessible with my screen reader and browser.

Response

The Trust does have policies but unfortunately we do not have policies around the nature you are asking for.

If you need help or advice please contact the Complaints Department as they may be able to help you.

E-mail address - dgft.complaints@nhs.net

Telephone number - 01384 321035

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net
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Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust