

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Wednesday 13th September 2023. I am pleased to confirm the following.

I would like to request information regarding your Assisted Discharge and Support at Home Services.

For clarity, we are referring to those services where a third-party provider offer support, transport and settling services to patients to ensure an efficient, safe discharge which reduces the incidence of delayed or failed discharges. Support at Home services are those where a third party provides a set period of support to patients recently discharged from hospital to increase independence and reduce the incidence of readmission.

Please advise who provides your Assisted Discharge and Support at Home services (Name of all providers)

Age UK

What is the annual value of the contract/s?

MKUH does not have this information as we do not commission the service.

What is the duration of the contract/s?

MKUH does not have this information as we do not commission the service.

What are the start and end dates of the contract (plus any potential extension periods)?

MKUH does not have this information as we do not commission the service.

How many service users are supported through this contract on an annual basis?

We use this service daily for multiple patients, but we do not have the data as we do not commission the service.

What are the individual performance measures and KPIs on the contract? How is your provider performing against each performance measure and KPI? (%)

MKUH does not have this information as we do not commission the service.

Who is the person responsible for managing your Assisted Discharge and Support at Home services?

- Name Laura Price

- Title – Age UK MK Director of Home and Hospital Services
- Email address - Laura.price@ageukmiltonkeynes.org.uk
- Contact number n/a

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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