

### ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on Wednesday 20<sup>th</sup> March 2024. I am pleased to confirm the following.

#### **1. Do you have a Cashiers/General office in your Trust?**

Yes, MKUH does have a General Office.

#### **2. If yes, how many sites do you have? Do you have Cashier/General office based on each site?**

There is one General Office, and it is based on site at MKUH.

#### **3. How many days of the week do you have the Cashiers/General office open.**

Monday to Thursday between 9.00am and 4.15pm and 9.00am to 3.45pm on Fridays.

#### **4. What service do you provide in Cashiers/General office?**

The public services provided within the General Office are travel re-imbursment to those claimants who are entitled to re-claim (because of receipt of certain government benefits - e.g. Universal Credit/Guaranteed Pension Credit/Employment Support Allowance.)

We process patients' payments for services/equipment provided by other departments within the Trust.

We also provide a Cashier and Finance service to all internal departments within the Trust.

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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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