

Freedom of Information Request

Ref: 23-689

15 September 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

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)**
- **What is the annual value of the contract/s?**
- **What is the duration of the contract/s?**
- **What are the start and end dates of the contract (plus any potential extension periods)?**
- **How many service users are supported through this contract on an annual basis?**
- **What are the individual performance measures and KPIs on the contract? How is your provider performing against each performance measure and KPI? (%)**
- **Who is the person responsible for managing your Assisted Discharge and Support at Home services?**
 - o **Name**
 - o **Title**
 - o **Email address**
 - o **Contact number**

We do not hold this information. Please contact Bristol, North Somerset and South

Gloucestershire Integrated Care Board (BNSSG ICB) at bnssg.foi@nhs.net for further information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust