



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 13th December 2021

Re: Freedom of Information Request 351-2021

Thank you for your email dated the 29th November 2021, requesting information in relation to out-of-hours admission procedure.

The information that you require is as follows:

Please provide a copy of your Policy, and Standard Operating Procedure for implementing the Policy, regarding out-of-hours admission procedure at the CCC in Liverpool, for acute haematology patients, who are within 3 months of discharge following in-patient chemotherapy or transplant.

N/A- We do not currently accept OOH emergency admissions for Haemato-Oncology. Out of hours emergencies are managed through Liverpool University Teaching Hospital NHS Foundation Trust with support from our on call teams.

Please provide the Audit SOP for the above and any completed audit which provides assurance that the Policy is being implemented correctly, that the Policy is effective and patient safety outcomes are within target.

N/A - Please see above

Should you require any further information please do not hesitate to contact me on the email address provided below.

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

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY.

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind regards

Margaret Moore
Information Governance Administrator
Contact Email: ccf-tr.foi@nhs.net