



PATIENT INFORMATION

Guidance for Patients purchasing Goods and Services from South Devon Healthcare NHS Trust

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Introduction

This leaflet is designed to provide answers to questions that you may wish to ask regarding the purchase of goods and services from South Devon Healthcare NHS Foundation Trust. You are advised to read its contents very carefully.

Charges for goods and services provided by South Devon Healthcare NHS Foundation Trust are reviewed regularly; any changes will come into effect immediately. If there is a price increase after you have paid, but before you have been handed your goods, you will not be expected to pay the increase.

If you are unsure about what is included within the terms of the agreement to pay, a member of staff will be able to discuss the terms of the agreement with you to ensure that you are able to make the right choice for you. Full details of the goods and services for purchase from South Devon Healthcare NHS Foundation Trust, along with their current prices, may be seen further on in this document. Further information regarding services provided to patients can be seen on the Trust's official internet site: www.sdhct.nhs.uk *Patient Care/Patient Information/Information Leaflets*

When do I have to meet the charges?

With the exception of hearing aid repairs, you will be expected to pay for goods and services before you receive them. It is important that you understand that some items are made to measure to your specific requirements and therefore may take some time to arrive.

You will be made aware of the cost of any goods before you order them, you will also be given time to consider whether you wish to proceed.

You will be provided with an official receipt for any monies paid. You will also be asked to produce the receipt as evidence that you have paid, before the goods are handed over to you.

How do I pay?

Payment can be made to the Trust in a number of different ways:

Payment by Credit/Debit Card

You can pay for your goods with a Credit or Debit Card. You can make your payment over the counter at the Cashier's Office or, you can telephone the Cashier's Office on 01803 654508 and the Cashier will arrange payment and provide you with a receipt.

Card Payments can also be made over the telephone to the Income Section of the Finance Department on 01803 653400.

Payment in Cash

You may prefer to pay for your goods by cash; you will be directed to the Cashier's Office who will provide you with an official receipt for monies received.

Payment by Cheque

If you prefer to pay for your goods by cheque, your cheque should be crossed and made payable to "South Devon Healthcare NHS Foundation Trust". Your cheque should either be sent or handed to:

The Cashier's Office
Outpatients Department
Level Two
Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Telephone number: 01803 654508 or 01803 655003

The Cashiers Department is open to receive payments from 8.30am until 4.45pm Monday to Friday excluding Bank Holidays

You will be provided with an official receipt for all monies received.

What do I do after I have paid?

When the Cashier's Department have provided you with an official receipt, you will be able to collect your goods. If your goods are not held in stock, the department will be able to give you details of when your goods will be available for collection. Please remember, you will need your receipt as evidence that you have paid before any goods can be handed over.

What if I have lost my receipt?

It is important that you keep your receipt safe. If you lose your official receipt, please contact the Cashiers Department on 01803 656555 or 01803 655003. The Cashier will need to know the date that you paid for the goods to enable them to give you details of the receipt number.

What if I decide I don't want the goods?

It is important that you take time to decide whether you want to enter into an agreement with the Trust to supply you with goods. The Trust cannot accept the return of any goods after they have been supplied to you or after they have been ordered (if they are being made for you).

Goods and Services that can be purchased by patients

Below is a list of goods and services currently supplied by South Devon Healthcare NHS Foundation Trust. The list is not exhaustive and may be subject to change at any time.

- **Amenity beds**

Amenity beds are available to NHS patients who wish to pay for the privacy of a single en-suite room whilst their treatment remains on the NHS and are subject to availability. The use of an amenity bed does not entitle the patient to access treatment any quicker. There is no guarantee that an amenity bed will be available throughout your stay.

Description of Goods	Cost (inc VAT)
Amenity Bed – per night	£112.00

- **Audiology**

Description of Goods	Cost (inc VAT)
Swim plugs, fully manufactured for you, moulded to fit	£30.00 each £45.00 pair
Noise Plugs	£85.39
Lost/Damaged Digital Hearing Aid	£50.00
Lost/Damaged Analogue Hearing Aid	£25.00
Ear Mould Puffer	£2.60

- **Breast Prosthesis**

Patients are entitled to free breast prosthesis every two years, prosthesis outside of this time are charged as follows:

Description of Goods	Cost (inc VAT)
Breast Prosthesis	£70.00 - £100.00
Swim Wear Prosthesis	£70.00 - £100.00

- **Car parking**

The Trust charges for parking on the Torbay Hospital site, details of where to park and charges can be found on the Trusts official internet site: www.sdhct.nhs.uk/patientcare/facilities/parking

- **Data Protection (subject access requests) fees**

Under Section 7 of the Data Protection Act 1998 patients or their representative have the right to apply for access to their health records. The (Fees and Miscellaneous Provisions) Regulations 2000 makes provision for the payment of a fee in relation to Subject Access Requests as follows:

To provide photocopies of health records

- Records held totally on a computer, maximum charge of £10.00

- Records held in part on computer and part manually, maximum charge of £50.00 (see breakdown below)**
- Records held totally manually, maximum charge £50.00

The fee charged relates to costs involved in the administration of the request, photocopying and postage by recorded delivery. Payment is required before copies of the records are despatched.

**The charges applied are as follows:	Cost (inc VAT)
1 – 10 copies	£15.00
11 – 50 copies	£23.00
51 – 100 copies	£5.00
In excess of 101 copies	£50.00
X-rays only downloaded onto CD	£10.00
Electronic Records (including Casualty Card post 2015)	£10.00
To read records	No Charge
(The above charges apply if photocopies are requested)	

Records where the notes have been added to within 40 days prior to receiving the request a fee of £10 is made but may be subject to a charge of photocopying.

More information may be obtained from Information for the Public. FAQs on Subject Access Requests
http://www.ico.gov.uk/Global/faqs/data_protection_for_the_public.aspx

- **Dental specialties**

Description of Goods	Cost (inc VAT)
Replacement of lost/damaged brace	£30.00

- **Ear, Nose and Throat specialties**

Description of Goods	Cost (inc VAT)
Bite Raising Appliances	£219.00
Snoring Devices	£150.00

- **Environmental information regulations 2004 (eir) fees**

Regulation 8(1) permits public authorities to make a charge for access to environmental information but charges must be reasonable to cover actual costs incurred in producing the information e.g. photocopying. No charge will be made for access to public registers or lists of environmental information or inspection of the information 'in situ'.

Further information may be obtained from the Information Commissioner's website www.ico.gov.uk or www.defra.gov.uk

- **Freedom of Information Act 2000 (FOI) fees**

Information requested under the terms of the Freedom of Information Act 2000 is, on the whole provided free of charge. Section 9 of the FOI Act allows a public authority to charge a fee under certain circumstances. Section 12 of the FOI Act provides an exemption from our obligation to comply with a request if the cost is estimated to exceed the appropriate limit as described in the Appropriate Limit & Fees Regulations 2004. For the NHS this is set at £450 or 18 hours. This is calculated at £25 per hour per person = 18 hours. If, to comply with the request would exceed the appropriate limit the request will either be refused on the grounds of cost, a charge will be made to provide the information requested or the applicant will be asked to redefine their request so it can be handled within the appropriate limit.

Information available to download from our public website (under the Information Access section) is free of charge. Information not available to download may be subject to a charge.

- **Hospital Car Services**

The Hospital Car Service is for patients who have no other way of getting to their hospital appointment. Charges apply to patients and to their escorts. Children who are accompanied by an escort travel at half the cost of the journey. Patients undergoing Chemotherapy or Radiotherapy also travel free. Travel charges must be paid on entering the vehicle.

Please see the Trusts official internet site: www.sdhct.nhs.uk/aboutus/services/transport for details on the cost of travel and how to book a hospital car.

If you think you may be eligible for exemption from, or a reduction in charges, please refer to leaflet HC11 – Help with health costs, which can be downloaded at: www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf

- **Fabric supports**

Whenever we say “fabric supports”, we mean spinal or abdominal supports, surgical brassieres and support stockings.

If you think you may be eligible for exemption from, or a reduction in charges, please refer to leaflet HC11 – Help with health costs, which can be downloaded at: www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf

Description of Goods	Cost (inc VAT)
Abdominal Supports	£36.80
Spinal Supports	£36.80
Support Stockings – Single	£7.20
Support Stockings – Pair	£14.40
Mastectomy Brassiere	£18.00
Post Op Brassiere	£3.50 - £13.00

- **Headwear**

The Cancer Support and Information Centre at the Lodge offer a range of headscarves and turbans for sale in a range of colours and styles. A member of staff will be able to advise you on the best option.

Description of Goods	Cost (inc VAT)
Various colours and styles	£4.00 - £9.00

- **Obstetric Ultrasound Scan pictures**

Patients attending the Maternity Department's Ante Natal Clinic for an ultrasound scan can purchase visual pictures of the scanned image. Machines are available in the Ante Natal Clinic to purchase tokens for this service.

Description of Goods	Cost (inc VAT)
Visual Picture	£4.00

- **Overbed televisions and telephones**

This service is **not** provided by South Devon Healthcare NHS Foundation Trust but by the operator, Premier Bedside.

In most wards, patients have access to a bedside entertainment and information service with a TV monitor and telephone handset. There is a charge for some of these services.

A TV and Phone Card is required to use the paid television/telephone services and are available from one of the many vending machines located around the hospital. Full instructions and pricing tariff can be found by pressing the "information centre" button on the bedside unit.

For more comprehensive details on the bedside services please see Premier Bedside's web site: www.premierbedside.co.uk

- **Prescription charges**

If you receive treatment at either the Accident & Emergency Department or the Out Patients Department at South Devon Healthcare, you will be expected to pay for the drugs you receive as part of your treatment, you will be charged for each item prescribed to you.

If you attend the Accident & Emergency Department without funds, a bill will be sent to your home address requesting payment.

If you are prescribed drugs at our Out Patients Department that are to be dispensed by our Hospital Pharmacy, you must pay for your prescription before arriving at the Pharmacy. Payment is made to the Hospital Cashier which is located in the Out Patients Department on Level Two, just along from the Pharmacy. The Cashier will provide you with a stamp which you hand to the Pharmacist as payment.

The cost of dispensing NHS prescriptions is charged in line with the Department of Health prescription pricing guidance and will be subject to change.

If you think you may be eligible for exemption from, or a reduction in charges, please refer to leaflet HC11 – Help with health costs, which can be downloaded at: www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf

Description of Goods	Cost (inc VAT)
NHS Prescription fee – per item dispensed	£8.20

- **Wig Care Pack**

Wig care packs include:

Specialist Shampoo, Conditioner, Hairspray, Brush and Wig Stand

Description of Goods	Cost (inc VAT)
Car Pack	£14.00

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