

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 10 June 2020.

I am pleased to confirm the following.

- 1. Where mental health patients arriving at your Trust's hospital(s) or A&E department(s) are asked to wait before being assessed and whether this is in an area where patients with suspected or confirmed COVID-19 are.**

All patients, including mental health are streamed or triaged on arrival in Emergency Department. ED is divided into Red Zone and Green Zone areas. All Patients with suspected COVID are admitted in the Red Zone, isolated from non-COVID patients.

- 2. Are waiting/assessment areas completely separate, with their own access and exit areas and other facilities including but not exclusively toilets?**

ED has a separate room for waiting/assessment of mental health patients.

- 3. Are mental health patients given PPE if asked to walk through COVID-19 contaminated areas?**

There is no need for Mental Health patients or any non-COVID patients to walk through in COVID-19 contaminated areas (Red zone)

- 4. What is the policy to determine whether an arriving mental health patient should be treated in a COVID-19 zone?**

All mental health patients are streamed or triaged and based on COVID pathway are referred appropriately to Red or Green Zone.

- 5. Are patients arriving given any warning about the increased risk of COVID-19 infection from hospital? What measures are in place for patients who lack capacity to understand and consent to these warnings?**

Information and signboards are available in the waiting areas, reception and streaming desks. Interpreters are available or if they lack capacity then they will be assessed by the mental health team for further assessment.

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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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