

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 29 April 2022.

I am pleased to confirm the following.

Can Clinical Manager/Administrative personnel refuse a patient treatment/surgery under any reason? And who makes a decision for denying treatment/surgery?

Refusal of surgery is a clinical decision based on clinical grounds.

Can the hospital refuse a patient treatment/surgery for refusing to do a PCR test?

We work with the patient to plan safe management for them and staff/other patients.

How many patients have been refused treatment or surgery for not doing a PCR test?

Zero

Can the hospital refuse a patient treatment or surgery for refusing to do a LFT test?

As before – also, please note that not all patients are physically able to tolerate a PCR or LFT, hence the national and local approach to risk assessment and the need to weigh up need for treatment V ability (safety) if short suspension of procedure is considered.

How many patients have been refused treatment or surgery for not doing a LFT test?

zero

Can the hospital refuse a patient treatment/surgery for refusing to wear a face mask?

All staff have access to and wear appropriate levels of PPE – not all patients are able to

comprehend the need to wear a face covering -particularly those with chronic chest conditions, and those that suffer mental health challenges that present with a phobia of the face (nose/mouth) being covered.

How many patients have been refused treatment or surgery for not wearing a face mask?

Zero. We adjust our behaviour to accommodate where practicable

Can the hospital refuse a patient treatment or surgery for not wearing a visor?

Please see entry above

How many patients have been refused treatment or surgery for not wearing a visor?

Zero

What is the difference between a face mask and a visor?

3 masks used in healthcare, surgical, FFP3 and industrial (use by estates teams). Each offer varying degrees of protection to the upper respiratory tract and all staff are educated on correct usage and have regular review in respect of compliance with use (appropriate selection as to suspected or known risk, correct appliance – fit to face and subsequent disposal of in correct waste stream). A visor can be used in the non-clinical areas of the hospital for adults unable to wear a mask – covering the entire face, it offers a degree of protection.

Can the hospital refuse a patient denial for a chaperone? And if so, Why? What is the protocol for access for a chaperone?

All requests for chaperone are considered in the interest of the patient gaining the best from their experience with our hospital – as inpatients or whilst visiting as an outpatient.

If a patient is staying in hospital, can the hospital deny visitation for this patient? If so, Why? What is the protocol for a patient to seek visitation rights?

As above, all visiting requests are considered and where face to face visits need to be suspended, alternative connection with family is pursued through a variety of options.

What are the protocols whereby the patient is refused treatment or surgery, who makes these decisions? And what happens next?

Clinician treating the patient would make the decision with the patient. Alternative options may be explored, or the patient may request a second opinion

Every time a patient is referred to your hospital, how much money does the hospital receive for that patient?

There is a national tariff system in place which varies depending on the specialty being referred to and the appointment type.

Would you also send the policies and procedures you have in place for face covering, visor, PCR testing, Lateral Flow Testing?

MKUH Follows the National Guidelines

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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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