

19/05/2022

Dear Requester,

**FOI 1336**

Thank you for your Freedom of Information request which was received within the Trust.  
Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. Can Clinical Manager/Administrative personnel refuse a patient treatment/surgery under any reason? And who makes a decision for denying treatment/surgery?  
Treatment would never normally be refused unless there was exceptional circumstances. Any decision would be made in conjunction with the responsible consultant and other relevant members of staff with decisions or discussions including patients.
2. Can the hospital refuse a patient treatment/surgery for refusing to do a PCR test?  
There have been multiple iterations of national guidance relating to elective care and managing COVID-19. The trust has always had robust pathways in place for safely managing all patients.
3. How many patients have been refused treatment or surgery for not doing a PCR test?  
None. Alternative pathways were available.
4. Can the hospital refuse a patient treatment or surgery for refusing to do a LFT test?  
Alternative pathways are in place if required. Treatment wouldn't be refused for this sole reason.
5. How many patients have been refused treatment or surgery for not doing a LFT test?  
None. Alternative pathways were available.
6. Can the hospital refuse a patient treatment/surgery for refusing to wear a face mask?  
Patients would not have their treatment refused but patients would be asked to follow local or national guidance / policies.
7. How many patients have been refused treatment or surgery for not wearing a face mask?  
None. Alternative arrangements would be made if required.

8. Can the hospital refuse a patient treatment or surgery for not wearing a visor?  
Patients wouldn't have their treatment refused. Alternative arrangements are available if required.
9. How many patients have been refused treatment or surgery for not wearing a visor?  
None.
10. What is the difference between a face mask and a visor?  
This question does not fall under the remit of FOI.
11. Can the hospital refuse a patient denial for a chaperone? And if so, Why? What is the protocol for access for a chaperone?  
Chaperones are allowed where required or requested. Depending on the environment or situation, the chaperone would be required to follow the necessary guidelines.
12. 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?  
Some restrictions were made to visiting during the covid-19 pandemic to reduce the risks to patients and staff. All restrictions were regularly reviewed and was in line with national guidance.
13. What are the protocols whereby the patient is refused treatment or surgery, who makes these decisions? And what happens next?  
Any decision would be discussed on a case by case basis with the responsible consultant and other relevant staff members in conjunction with the patient. The outcome / next steps would depend on the specific situation.
14. Every time a patient is referred to your hospital, how much money does the hospital receive for that patient?  
This differs depending on what a patient is being referred for and what treatment they receive.
15. Would you also send the policies and procedures you have in place for face covering, visor, PCR testing, Lateral Flow Testing?  
Current guidance is being updated following on from recently updated national guidance.

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust