

Freedom of Information Request Reference

For each of the last five financial years please provide the following details of the HTCS as operated by the Trust?

- Number of people making claims
- The total number of claims
- The total cost of claims

Response:

Year	Paid
2015-16	195,536.04
2016-17	124,683.32
2017-18	119,774.94
2018-19	118,156.75
2019-20	103,730.89
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	661,881.94
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Unfortunately, a breakdown for the other information is not readily available because Trust systems do not:

- differentiate between claims processed as a result of the HTCS scheme and other patient travel claims processed
- capture information on the number of patients these claims relate to
- capture where a payment relates to one claim or several claims combined and processed together

In order to obtain this information, would require an extensive manual exercise to review all paper claims processed in each of the 4 cash offices as well as those processed through Business Services Organisation which the Trust considers would exceed 18 hours of staff time. Therefore the Trust is applying Section 12 (1) of the FOIA, which states that a public authority is not obliged to comply with a request, if the staff time taken to determine whether the information is held, locating, retrieving and extracting the information, would exceed 18 hours (at a cost exceeding £450).

September 2020