

Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Date: 20/04/2022

Ref: 21-22 596

Freedom of Information request

Firstly, please accept our sincere apologies for the delay in responding to you. Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 24/02/2022. Please see responses to your requests below.

1. On average, how many homeless people do you see per week/month?

Type	Weekly average	Monthly Average
ED	2.44	8.96
Inpatient	1.33	2.09
Outpatients	1.38	2.24

2. Do you ever turn people away solely because they are homeless?

No, the Trust does not.

3. Do all your staff understand they can't deny anyone healthcare just because they don't have a home or can't show ID?

Yes, the Trust does understand this.

4. Are you aware/have experienced discrimination to homeless people in the hospital?

The Trust believe this question is asking for an opinion and therefore is not a qualified question under the Freedom of Information Act.

5. Do you have any specialised help or information booklets or posters for homeless people?

There is a resource folder for all staff to access regarding information for the homeless and there is a support team that staff can access to provide help to anyone who is homeless and requiring further support.

6. What are the most common problems – injuries, illness' etc - you see amongst the homeless community?

The most common problems the Trust treats amongst the homeless community are head injuries, mental and behavioural disorders and headache.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team