



Freedom of Information Team
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Tel: 023 9228 6000 Ext 3708

Name:
Date: 13/05/2019
Ref: 19-20 074

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by our Freedom of Information team on 09/05/2019. You have requested the following:

If your hospital routinely and under an admissions protocol records whether a patient admitted for inpatient care either as an emergency or electively ever served in the UK Armed Forces, ie is a Veteran?

Unfortunately, the Trust only holds this information on the Emergency Department's IT system if the patient has made him or herself known to the department as a Veteran. The Trust's wider Patient Administration System (PAS) does not currently include a Veterans' field on the demographic data. The PAS does have a field for Military Number but this is normally removed when the person leaves the armed forces.

However, if staff become aware that a patient who attends the Emergency Department is a Veteran, they are able and encouraged to flag this on the ED's software system, Oceano, which has been adapted to include this information. Similarly, if staff on the Trust's wards become aware that a patient is a Veteran, they are able and encouraged to record this on Bedview, the Trust's in-patient management system.

Since November 2018 all new staff have received training on the need for capture of patients' Veteran status, and the techniques by which this can be done. Existing staff are being trained as opportunities to do so arise, and there is a growing cohort of Veteran Signposters in the Trust who act as points of information about Veteran support services available in the Trust and local community. The Veteran Signposters also add patients' Veteran status to Oceano / Bedview as they become aware of it.

We encourage our patients to identify themselves as Veterans and have added prompts to our referral letters to encourage GPs to identify Veterans when they refer their patients into the Trust. The Trust plans to procure a new Patient Administration System in the next two to three years, and the need for a facility to record Veteran status has been added to the specification.

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