

Freedom of Information Team
Room 1.16
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Queen Alexandra Hospital
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Date: 16/08/2019
Ref: 19-20 152

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 14/06/2019. You have requested the following:

A copy of the Place Audit specifically for the Eye Hospital.

The Patient Led Assessment of the Care environment (PLACE) is led by patient representatives who follow strict guidance from NHS England and chose where they assess on the day. The PLACE uses a random sample of wards to gain a feel of the service.

The PLACE audit requires Portsmouth Hospitals to assess the following areas:

- Organisation – Food
- Organisation – Facilities
- Ward Assessment – 11 wards
- Emergency Department
- Out- Patients Area
- External Area
- Communal Area

In 2017 and 2018 the assessors chose not to visit the Eye department, therefore unfortunately the Trust does not have a Place Audit for the Eye Department.

Guidance on the assessments can be found on NHS England website:
<https://digital.nhs.uk/data-and-information/areas-of-interest/estates-and-facilities/patient-led-assessments-of-the-care-environment-place>

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