

Ref. No: 2367
Date: 17/02/26
Subject: Lost or Stolen Patient Property (2022-2025)

REQUEST

I am writing to request information under the Freedom of Information Act 2000 regarding the management and financial impact of lost or stolen patient property within the trust.

Please provide the following information for each of the last three financial years (2022/23, 2023/24, and 2024/25 to date):

1. Claim Volumes & Success Rates:

- a. The total number of **formal claims** submitted to the Trust for lost or stolen patient property.
- b. The total number of these claims that were **successfully settled** (resulting in a financial payout or direct replacement).
- c. The total number of these claims that were **rejected or denied**.

2. Financial Impact:

- a. The total monetary amount (£) paid out by the Trust in compensation or reimbursement for these claims.

3. Incident Reporting:

- a. The total number of incident reports (e.g., recorded on Datix or similar systems) specifically categorized as "lost" or "stolen" patient property.

4. Administrative Burden & Staff Time:

- a. The average or estimated number of staff hours required to investigate a single property claim from initial report to final resolution.
- b. If an exact figure is not held, please list the job titles of the staff involved in the review and approval process (e.g., Ward Manager, Risk/Legal Team, Finance Officer).

RESPONSE

Response to Q1

This data is not held

RESPONSE TO Q2

	Count of lost property claims paid (1b)	Cost of claims paid (2a)
22/23	21	10,468.99
23/24	28	24,569.65
24/25	26	8,966.81
Total	75	44,005.45

Response to Q3:

For Legacy STHK (April 1st 2022 to 3rd March 2025) – number of incidents: **17**

For Legacy S&O (April 1st 2022 to 3rd March 2025) – number of incidents: **5**

For MWL Incidents (1st March 2025 to date) – number of incidents: **<5**

Below 5

<5

Due to the low number of patients which is less than five for the period, the Trust is withholding the actual number under section 40 – Personal Information of the Freedom of Information Act due to likelihood of identification

