

**Request for information under the Freedom of Information Act – 2022.063**  
**Released – 30 June 2022**

Thank you for your email received 4 June 2022 requesting information regarding delayed/missed visits.

Please find detailed below a summary of your request, together with our response.

***Summary of your original request:***  
***I would like to request:***

- ***The Trust's Delays/Missed Visits Policy(ies) for adult community nursing.***

This document is currently in the process of being updated and ratified by the appropriate governance group; therefore we are not able to release it at this time.

- ***Where the Trust uses calling cards (i.e., where a patient does not answer or is out at the time of a scheduled visit), a copy of a blank calling card.***

The Trust does not use a calling card as most of our community nursing patients are housebound they are unlikely to be out when we visit; therefore we do not hold information for this part of your request.

Chair John Goulston Acting Chief Executive Gordon Flack

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT