

FOI 0374/2025 Response

Request

Dear all

I saw a poster indicating a copy of the 'Carers and Family charter' was available from an email address that does not exist. (pals@bsmhft.nhs.uk)

I have requested it from you (customer relations) and now you are passing me on to another department (FOI team)

This is an unsatisfactory response.

Please provide the charter at your earliest opportunity.

Response

Please note that the Trust no longer has a Carers' Charter. We apologise that an outdated version of the Carers' Charter poster is still in circulation.

Thank you for making us aware of this. We will be asking all sites to check for the poster and remove any remaining copies.