

Ref. No: 0799
Date: 20/03/24
Subject: Cashiers / General Office

REQUEST

- 1. Do you have a Cashiers / General Office in your Trust?**
 - a. If yes, how many sites do you have? Do you have a Cashiers / General Office based on each site?**
- 2. How many days of the week do you have the Cashiers / General Office open?**
- 3. What service do you provide in Cashiers / General Office?**

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

- 1. Do you have a Cashiers / General Office in your Trust?**

Yes

 - a. If yes, how many sites do you have? Do you have a Cashiers / General Office based on each site?**

We have four sites (listed below) and each site has a General Office.

 - Whiston Hospital
 - St. Helens Hospital
 - Southport Hospital
 - Ormskirk Hospital
- 2. How many days of the week do you have the Cashiers / General Office open?**

5 days per week

3. What service do you provide in Cashiers / General Office?

- Receipting income from various departments / patients, staff and visitors including charitable funds.
- Daily cash up / of any income received / record on spreadsheet.
- Remit banking that has been collected.
- Patient travel queries and payments either at the office or over the phone, raising faster payments / cheque requests for any HC5 Travel Claims.
- Responsible for the safe keeping of patients cash and property and the return to patients or next of kin (NOK), dealing with patients / staff / bereavement / NOK / funeral directors etc.
- Providing help with general enquiries / complaints in person and over the phone / emails.
- Provide authorised petty cash payments.
- Reconcile petty cash sub float ready for reimbursement.
- Receive and check all retirement gift cards and arrange collection.
- Issue controlled stationery.
- Prepare orthotics invoices for payment approval, request and save orders, request credits, check statements with help desk.
- Prepare eye voucher invoices for payment, check documents received, liaise with opticians / eye clinic – enter information onto spreadsheet to be sent to AP for payment.
- Preparation of cash floats for catering department / provide change for pharmacy floats.