

Ref: FOIA Reference 2024/25-658

Date: 20<sup>th</sup> February 2025

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 30th December 2024 requesting information under the Freedom of Information Act (2000) regarding Critical incident in 2024

**Q1 I am writing to request information under the Freedom of Information Act 2000. I would be grateful if you could provide the following:**

**How many times your Trust has declared a critical incident in 2024 (from 1st January - 27th December 2024).**

A1 Please refer to answer 2.

**Q2 For how long in days each critical incident lasted.**

A2 Please refer to the table below for how long in days each critical incident lasted.

date and time from	date and time to	type of incident	duration of incident hours	duration of incident days
1st January 2024 - 27th December 2024				
30.01.2024 - 09.53	31.01.2024 - 09.15	Critical Incident site capacity	24 hours	1 day
13.02.2024 - 09.15	15.02.2024 - 13.30	Critical Incident site capacity	52.5 hours	2 days 4 hours
04.04.2024 - 09.32	05.04.2024 - 16.30	Critical Incident site capacity	31 hours	1 day 6 hours
19.06.2024 - 13.35	21.06.2024 - 10.53	Critical incident medicine, trauma and orthopaedic capacity	57.3 hours	2 days 9 hours
09.07.2024 - 09.30	12.07.2024 - 09.00	Critical Incident site capacity	83.5 hours	3 days 11 hours
26.11.2024 - 13.30	6.12.2024 - 16.00	Critical Incident site capacity	242.5 hours	10 days 2 hours
16.12.2024 17:39	18.12.2024 12:47	Critical incident Loss of heating	42 Hrs	1 day 6 hours
19.12.2024 - 15.47	24.12.2024 - 09.30	Critical Incident site capacity	125.71 hours	5 days 5 hours

**Q3 What are the top three causes for each declaring Critical incident? If the causes are different, please list for each incident.**

A3 Please see below for the causes for each declared incident.

**Capacity Critical Incidents**

- No abnormal variation of admissions and discharges low discharge profile observed & All areas over capacity and enacted over Level 4 actions

- Command and Control approach not sufficient to deescalate
- High number of ambulances waiting offload & High number of Decision to Admits within Emergency Department

#### **Loss of Heating Critical Incident**

- Critical incident Due to heating loss (16.12.24)– fractured underground pipes due to adverse weather conditions

**Q4 What are the three key actions your Trust took to manage the critical incident? if actions are different, list for each incident.**

A4 Please see the actions the Trust took.

- **Specifically Capacity Incidents**

- Stand down / postpone senior team to provide leadership.
- Review elective lists for next 24 hours daily
- Reviewing Estimated Discharge Dates and right to reside patients daily

- **Loss of Heating Critical incident**

- Review of affected areas Business Continuity Plans
- Provision of portable heaters
- Cancellation of non-elective procedures in affected areas

**Q5 What strategies and actions do your Trust have in place to prevent critical incidents in the future?**

A5 The Trust has completed a full review of Urgent and Emergency Pathways, including Front Door pathways, development of Frailty Model, Clinical pathway Development, Review of Ward Processes. These are all aimed at reducing ambulance delays and reducing length of stay.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries relating to the response please contact my office

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Leah Carlisle**  
Head of Data, Security & Protection and Health Records  
Data Protection Officer