



Ref: FOIA Reference 2020/21-292

Date: 28<sup>th</sup> October 2020

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

Dear

I am writing in response to your email dated 15<sup>th</sup> October 2020 requesting information under the Freedom of Information Act (2000) regarding Clinical service incidents.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2019/20.**

**A “clinical service incident” is defined as follows: Number of incidents caused by estates and infrastructure failure which caused clinical services to be delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure. Exclude failures relating to non-estates causes e.g. nursing availability but include where external incidents which estates and infrastructures should have mitigated e.g. utility power failures where the Trusts backup power system failed to offset. An incident is considered to be a delay of at least 30 minutes to clinical services affecting at least 5 patients or equivalent. Both inpatient and outpatient service incidents should be included.**

**Please note that the information provided will not always capture the length of delay or the total number of patients affected.**

**Such incidents will include, but are not limited to:**

- Power and/or heating failures including overheating
- Fires and false alarms (where caused by equipment faults or malfunction, deliberate/malicious causes should be excluded)
- Water and/or sewage supply
- Food production and/or delivery
- Pest control

**For each incident, please provide a summary of the incident and the impact on services. Please provide details of the problem and in what way clinical services were affected, including the number of patients affected, the service and how long the service was delayed/if it was cancelled.**

**A1** I can confirm that the Trust holds information regarding Clinical service incidents, but feel this information is exempt under section 22: *Information for future publication*. And section 21:

*information reasonably accessible by other means.* This is because the information is available via the NHS digital website at the following link: estimated date of publication January 2021

<https://digital.nhs.uk/data-and-information/publications/statistical/estates-returns-information-collection>

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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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 related to the response provided please in the first instance 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).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Data, Security & Protection Manager

