



Ref: FOIA Reference 2022/23-435

Date: 29th November 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 7th November 2022 requesting information under the Freedom of Information Act (2000) regarding Royal Stoke University Hospital.

As of 1st 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 As a part of the research for my MSc in Real Estate and Property Management, I would like to submit a Freedom of Information request to your Trust. The request has been prepared using the ERIC 2021-22 data which was released in October 2022, and I would be grateful if you could provide responses to the following:

1. Please confirm that 93 clinical service incidents caused by estates & infrastructure failure incidents took place at your Royal Stoke University Hospital site (as reported on ERIC 21-22)

A1 We can confirm there were 93 incidents of Estates & Facilities Infrastructure failures reported. (This includes delays in Portering, Catering, and Laundry etc.)

We can also confirm there were 25 incidents specifically for Estates Infrastructure failures reported.

While these incidents were included in the 2021/22 ERIC Data submission it has since been clarified that the Incidents referred to did not fit the criteria for inclusion in Question S15-03 and were therefore included in error. UHNM have requested that this information be amended as the figure published is incorrect for this year's submission

Q2 Please confirm how many of those incidents reported, made reference to actual or potential patient impact in terms of care, outcomes, or experience

A2 All incidents recorded are graded at the time of reporting and is based on opinion based at the time and not actual impact. In this case all 93 incidents had been graded with an impact. Note: Incidents are graded and are the opinion of the reporter at the time of reporting the incident. Following investigation and review of the detail in the Datix report the actual impact is often

amended and may change to no harm. This information would be confirmed by reviewing the individual Datix reports. (section 12 exemption as detailed in answer 3)

Q3 Where actual or potential patient impact (as per point 2 above) was identified in the reported incidents, please provide a summary of the actual or potential patient impact

A3 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in these questions is not held centrally, but may be recorded in individual Datix records. In order to confirm whether this information is held we would therefore have to individually access individual Datix records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual Datix records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Q4 Please confirm whether any of these incident/s are still open and/or active

A4 The Datix will record if they are open / closed or active however, it would require us to cross reference to the Data provided for the ERIC 2021/22 Data, it would be then necessary to review individual reports to ascertain their current status. Therefore:

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in these questions is not held centrally, but may be recorded in individual Datix records. In order to confirm whether this information is held we would therefore have to individually access individual Datix records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual Datix records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Q5 Please confirm the type of services are delivered from the named site, i.e., acute, specialist, outpatient, mental health, children's, etc.

It would be helpful if you were to provide any brief notes which might be necessary to understand the context of the information provided, although I recognise that you are not obliged to do this

A5 Our services can be found on www.uhnm.nhs.uk

*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 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.

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

Yours,



Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer