

Ref: FOIA Reference 2019/20-412

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 21st October 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your letter dated 10th October 2019 (received into our office 14th October) requesting information under the Freedom of Information Act (2000) regarding computer failure and our response to FOI request reference 237-1920

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 What caused the computer and telephone failure at UHNM on 2nd and 3rd July 2019?

A1 Issues experienced with the data and telecoms network at UHNM Stoke 2nd /3rd July 2019 were as a result of a software bug which manifested itself on the core network equipment.

Q2 Was there a backup system, if so, why did it not work?

A2 Yes a backup (failover) system is in place, unfortunately on this occasion the manifestation of a software bug affected the switchover of the network equipment, and provision of service

Q3 Who is accountable for this failure?

A3 UHNM received network and telephony services as part of a PFI contract agreement

Q4 What has been the consequences for this individual/organisation?

A4 UHNM PFI services are provided within an expected availability and uptime which is reported upon with applicable penalties recorded over monthly /quarterly and annual periods.

Q5 Did any patients die directly or indirectly as a result of this failure?

A5 None recorded as a result of the failure.

Q6 What was the cost to the NHS of this failure?

A6 UHNM as an organisation operates business continuity planning (BCP) where areas follow agreed alternate planning in the event of an incident.

*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.

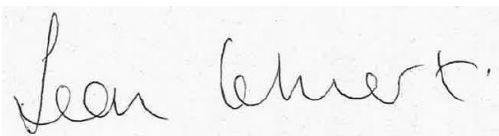
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 676474.

Yours,



Jean Lehnert
Information Governance Manager