



Ref: FOIA Reference 2019/20-697

Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 6th April 2020

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 4th March 2020 requesting information under the Freedom of Information Act (2000) regarding never events.

On 23rd March 2020 we contacted you via email with the following statement:

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

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 Under the Freedom of Information Act 2000, I would like to request the following information relating to ‘never events’ at your Trust:

‘Never events’ are patient safety incidents that are considered preventable when national guidance or safety recommendations that provide strong systemic protective barriers are implemented by healthcare providers

[\[https://improvement.nhs.uk/documents/3213/Learning_from_surgical_Never_Events_FINAL.pdf\]](https://improvement.nhs.uk/documents/3213/Learning_from_surgical_Never_Events_FINAL.pdf)

Examples of ‘never events’ include foreign objects not being removed following surgery and patients being treated with the incorrect procedure.

Please could you tell me?

How many 'never events' have occurred at your Trust over the past ten years? (Please break this down by year and speciality department, and if possible also include information collected for 2020)

A1 Please refer to the attached spread sheet.

Q2 Details for each of these 'never events'. What happened? Were there any contributing factors?

A2 As answer 1

Q3 How the issue was resolved for each? (i.e was there any compensation involved and if so what was the total amount paid in compensation for these 'never events' by year and over the past 10 years?)

A3 As answer 1

Q4 Has NHS England (or another body) issued guidance or any other form of support to prevent the occurrence of 'never events' in the future?

A4 Please see below:

- Learning from Surgical Never Events (NHS Improvement – September 2018)
- Revised Never Events Policy and Framework (NHS Improvement – Jan 2018)
- National Safety Standards for Invasive Procedures (NatSSIPs) (NHS England – Sept 2015)

*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.

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

Yours,



Jean Lehnert
Data, Security & Protection Manager