



Ref: FOIA Reference 2023/24-465

Date: 8<sup>th</sup> November 2023

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

Dear

I am writing to acknowledge receipt of your email dated 16th October 2023 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 additional details of clinical service incidents caused by estates and infrastructure failures which resulted in clinical services being delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure, as measured in the ERIC return, in the 2022/23 financial year. This information could be collected from incident reporting systems.**

**Include:**

- Where estates and facilities staff availability is a cause e.g. porters;
- External incidents which estates and infrastructures should have mitigated, e.g. utility power failures where the trust's backup power system failed to offset;
- Equivalent failures by services contracted out to subsidiaries, PFI, LIFT and NHS Property Services Ltd;
- Both inpatient and outpatient service incidents;
- Types of incidents:
  - Design of healthcare buildings;
  - Engineering of healthcare buildings i.e. medical gas system and lift failure;
  - Fires, false alarms and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes);
  - Infection control relating to the built environment;
  - Resilience of healthcare premises including flooding;
  - Heating including overheating;
  - Hospital food services;
  - Cleaning and cleanliness in healthcare premises;
  - Linen and laundry services;
  - Pest control;

- Water and/or sewerage supply;
- Decontamination of surgical instruments;
- NHS car parking;
- Healthcare waste management;
- Bedside TVs, telephones and mobile phones;
- Physical security of the NHS estate;
- Portering.

For each incident, please provide:

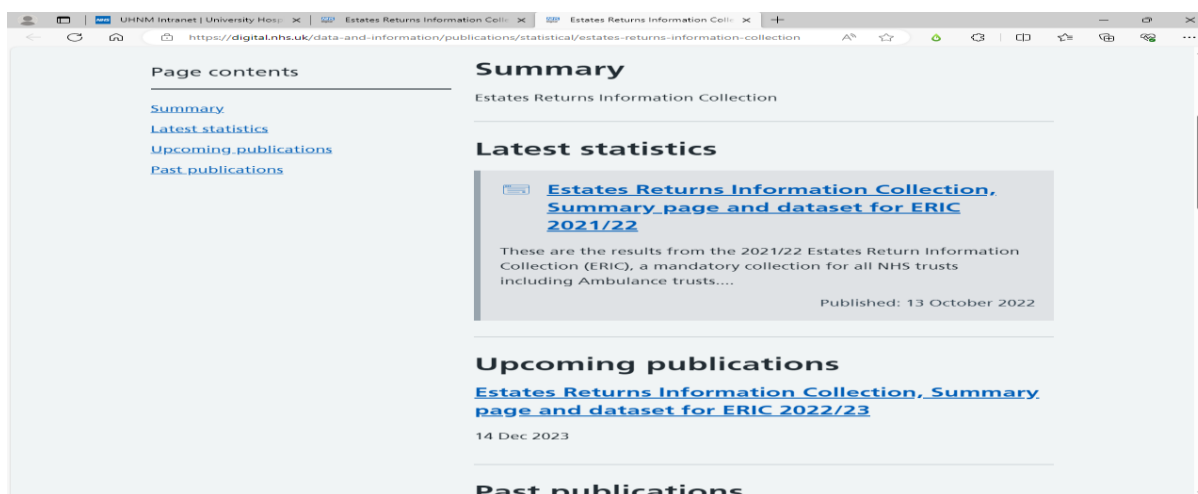
1. A summary of the incident.
2. The number of patients affected.
3. The service affected.
4. How long the service was delayed/if it was cancelled.

A1 I can confirm that the Trust holds information regarding this request, but feel this information is exempt under section 22: *Information for future publication*

NHS England, are stating they will be publishing ERIC in **December**

Therefore this information is also exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:

<https://www.bing.com/ck/a?!&p=2ced8cac8dc0fc15JmltdHM9MTY5ODYyNDAwMCZpZ3VpZD0zMWViY2NmOC1kMDFiLTZlZDktMTJhNy1kZmUyZDE3ODZmY2EmaW5zaWQ9NTE5Mw&ptn=3&ver=2&hsh=3&fclid=31ebccf8-d01b-6ed9-12a7-dfe2d1786fca&psq=https%3a%2f%2fdigital.nhs.uk+%2fdata-and+information%2fpublications%2fstatistical%2festates-returns-information+collection&u=a1aHR0cHM6Ly9kaWdpdGFsLm50cy51ay9kYXRhLWFuZC1pbmZvcmlhdGlubi9wdWJsaWNhdGlbnMvc3RhdGlzdGijYWwvZXN0YXRlcy1yZXR1cm5zLWluZm9ybWF0aW9uLWNvbGxiY3Rpb24vZW5nbGFuZC0yMDIwLTlx&ntb=1>



\*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](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records