

Ref: FOIA Reference 2019/20-156

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

Date: 21<sup>st</sup> June 2019

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

Dear

I am writing in response to your email dated 18<sup>th</sup> June 2019 requesting information under the Freedom of Information Act (2000) regarding DNAR orders

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 questions 1 and 2 is not held centrally, but may be recorded in individual health records. In order to confirm whether this information is held we would therefore have to individually access all individual health 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 health 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*.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just question 3 we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

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 list the number of people between 2011 and 2018 to have died in your hospitals after being placed on end-of-life care which resulted in a DNAR order being introduced. Please break down the figures year by year.**

A1 Sections 12 and 14 exemptions as detailed above.

**Q2 Please list the number of DNAR orders issued by your hospitals each year between 2011 and 2018. Please break down the figures year by year.**

A2 Sections 12 and 14 exemptions as detailed above.

**Q3 Please list the number of complaints your hospitals have received over the introduction of DNAR orders between 2011 and 2018.**

**Please break down the figures year by year.**

**Please provide as much detail as possible on what was being complained about.**

**A3 The Trust uses an incident management system called "Datix" and using a key word search of "DNAR" please refer to the following:**

2011	0
2012	1
2013	0
2014	4
2015	7
2016	7
2017	3
2018	1

The complaints related to:

- Family members not being made aware of DNAR
- Patients not being told
- Family disagreeing with the decision
- DNAR being discussed in front of the patient
- Patient discharged home without DNAR in place
- Family expected a DNAR to be put in place
- Family member had to tell staff that there was a DNAR in place

\*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.

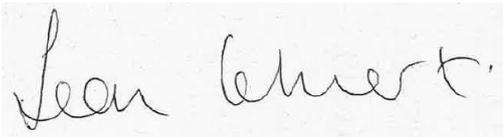
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

Yours,



Jean Lehnert  
**Information Governance Manager**