

Ref: FOIA Reference 2023/24-510

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

Date: 23rd November 2023

Email foi@uhnm.nhs.uk

Dear,

I am writing to acknowledge receipt of your email dated 5th November 2023 requesting information under the Freedom of Information Act (2000) regarding patient safety incidents.

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 I am writing to you under the Freedom of Information Act 2000 to request the following information from your trust. Please may you provide me with:

1) The number of patient safety incidents (as described by Patient Safety Incident Response Framework) and serious incidents (as described by the Serious Incident Framework) identified by your trust which have affected communications (including discharge summaries, clinic letters and anything similar) from your trust to GPs in your area in the past 10 years

A1 Search for incidents affecting patients 01.04.2013 to 22.11.2023 with Category of:

1. Service Disruptions (subcat IT / telecommunications failure / overload) with 'GP' in description field
2. Documentation with 'GP' in description field

Total = 165

of these that were Serious Incidents = 0

Q2 How many communications (approximately) have been affected by each of these incidents

Please provide the information in the form an excel or word document.

A2 Information not held

*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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records