



**University Hospitals
of North Midlands**
NHS Trust

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

Ref: FOIA Reference 2023/24-626

Date: 29th January 2024

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 28th November 2023 requesting information under the Freedom of Information Act (2000) regarding Datix

On the same day we contacted you via email as in order to continue with your request we require clarification on what statistics you are referring to? All datixs?

On the same day you amended your request with further questions and the following clarification *'May I please know all medication errors reported using the risk management information system within the trust during the timeframe of October 2022-October 2023'*

May I also have the medication errors reported on the elderly and frailty ward within the time frame of October 2022 - October 2023'

On 15th December 2023 you submitted another request to which we responded with the following:

UHNM has received several requests that are asking for similar information that are from the same person/company, therefore we are contacting you to inform you that under section 12 of the FOI Act we were aggregating these requests Datix and whiteboard

Your new reference number for BOTH is 626-2324

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign.

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.

Request #1



Q1 May I please know the statistics on DATIX incident numbers in the last 12 months between October 2022-October 2023 - clarified:

May I please know all medication errors reported using the risk management information system within the trust during the timeframe of October 2022-October 2023

A1 As per your above clarification:

Total incidents reported on Datix (01/10/2022 – 31/10/2023): 33721

Total medication related incidents (01/10/2022 – 31/10/2023): 3350

Q2 May I also have the medication errors reported on the elderly and frailty ward within the time frame of October 2022 - October 2023'

A2 Total medication incidents reported in Elderly Care (01/10/2022-31/10/2023): 134

Request #2

Q1 What is the data for the last 5 years concerning the top 5 wards in the trust which have the highest staff turnover rate/lowest staff retention rate, including how many staff were employed and left each year for each of those wards.

A1 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 this question is not held centrally, but may be recorded in ESR (This is 180 reports x 8mins per report = 1,440 minutes which is 24 hours to purely run the reports, even before the analysis can be done). In order to confirm whether this information is held we would therefore have to individually access all ESR 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 ESR 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*

Q2 What are the current costs of a whiteboard and whiteboard pen?

A2 See below:

Whiteboards cost between £9.00 - £25 dependant on size

Pens approx. £1.20 - £1.40 per pack

Q3 How much does it cost to have a whiteboard installed?

A3 Royal Stoke retained Estate and County Estates charge approximately £25.

Costs from the PFI Contracted service not held by the Trust.

Q4 How much funding is allocated to each ward for fire safety to approve an installation of

whiteboards?

A4 Budgets are not allocated in this way. Advice is sought from the Fire Safety Advisor as required; this service is provided by the Fire Safety Team on behalf of the Estates, Facilities and PFI division.

Q5 What is the stationary budget (to pay for the whiteboard and pen installation) for ward?

A5 This is part of a wider budget and we are unable to split out, therefore, 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.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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,



University Hospitals
of North Midlands
NHS Trust

Rachel Montinaro
Data Security and Protection Manager - Records

