

Date: Monday, 26th April 2021
Our Ref: MB/SS FOI 4684

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Re: Freedom of Information Request FOI 4684

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 13th April 2021.

Your request was as follows:

- How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?

The Walton Centre NHS Foundation Trust (WCFT) can confirm 64 incidents were reported in the past 3 years 01/04/2018 to 31/03/2021.

- What systems does your trust use to support staff in the handover of critical patient information between shifts?

Critical care staff use the main observations chart, which includes a section for bedside handover. We also have a team leader for each area and a coordinator who covers the whole unit involved in full handovers for all patients.

- What systems does your trust use to support the process of patient handover and referral between clinical team?

The WCFT have a referral form that we use when taking a handover of a new patient from another transferring Trust, this entails obtaining full details of the patient's condition, any intervention, we would also utilise case notes and eP2 if patient is coming from one of our own wards. If referring to another clinical team there is a variety of methods used by the medics, telephone referral, fax confirmation of said referral and the Orion referral system for when a patient needs to come to our unit via the neurosurgeons.

- How many of these systems are fully manual (paper, email, whiteboards, etc); how many rely on manual entry to word-processing or spreadsheet documents; how many are fully integrated to the trust's Electronic Patient Record system?

Handover between nurses on shift is on paper/verbal-using charts. At present admission details, significant events and care plan are all documented on the Trust digital patient record system. We have a verbal handover of each patient between medics AM & PM and an electronic handover sheet is updated at least twice daily to accompany this verbal handover.

Please see our response above in [blue](#).

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

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Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4684 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information