

Date: Tuesday, 24th October 2023
Our Ref: MB/CM FOI 5990

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Re: Freedom of Information Request FOI 5990

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 16th October 2023.

Your request was as follows:

Under the FOI Act please provide me with the information below. Please confirm receipt of this request as soon as possible.

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.

Clinical service incidents caused by estates and infrastructure failure related to critical infrastructure risk

Incident 1 - A summary of the incident. - Pipe work leak leading to water in the main corridor

services remaining operational

Incident 2 - A summary of the incident. - Unsuitable working office environment due to low temperature

services remaining operational

Incident 3 - A summary of the incident. - Pipe work leak leading to water in the equipment room

services remaining operational

Clinical service incidents caused by estates and infrastructure failure related to non-critical infrastructure risk

Incident 1 - A summary of the incident. - Pigeon activity leading to irritation of a staff members health concern

services remaining operational

Incident 2 - A summary of the incident. - Patient toilet in an unsuitable state

services remaining operational

Incident 3 - A summary of the incident. - Theatre scrubs not processed for cleaning

services remaining operational

Incident 4 - A summary of the incident. - Plant room leak caused water to drip through the ceiling onto electrical equipment

services remaining operational

Incident 5 - A summary of the incident. - Theatre light paint starting to bubble and flake presenting a contamination risk mitigated

services remaining operational

Incident 6 - A summary of the incident. - Loss of power affecting patient room TV

relocated with no loss to service

Clinical services incidents caused by estates and infrastructure failure

Incident 1 - A summary of the incident. - Reduced domestics due to sickness

services remaining operational

Incident 2 - A summary of the incident. - Unsuitable patient accommodation

service and related to the patients place of stay during treatment

Incident 3 - A summary of the incident. - Bins overflowing due to staff shortages

services remaining operational

Incident 4 - A summary of the incident. - Poorly stored equipment causing an obstruction in a corridor used by deteriorating patients

services remaining operational

Incident 5 - A summary of the incident. - Insufficient cleaning staff working in theatres due to sickness

additional cleaning provided

Incident 6 - A summary of the incident. - Light fitting fell from ceiling

services remaining operational

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

Re-Use of Public Sector Information

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.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

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 5990 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, CHeshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information