

FoI request re: clinical service incident
Ref: 19-MS-0205

Dear,

Thank you for your request for information relating to the number of clinical service incidents caused by estates and infrastructure failure in 2018/19.

This was received on 2 April 2019 and has been dealt with under the terms of the Freedom of Information Act 2000.

Please find our responses below:

Request 1:

Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2018/19.

A "clinical service incident" is defined as follows: *Number of incidents caused by estates and infrastructure failure which caused clinical services to be delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure. Exclude failures relating to non-estates causes e.g. nursing availability, but include where external incidents which estates and infrastructures should have mitigated e.g. utility power failures where the Trusts backup power system failed to offset. An incident is considered to be a delay of at least 30 minutes to clinical services affecting at least 5 patients or equivalent. Both inpatient and outpatient service incidents should be included.*

Such incidents will include, but are not limited to: • Power and/or heating failures including overheating • Fires and false alarms (where caused by equipment faults or malfunction, deliberate/malicious causes should be excluded) • Water and/or sewage supply • Food production and/or delivery • Pest control

Request 2:

For each incident, please provide a summary of the incident and the impact on services. Please provide details of the problem and in what way clinical services were affected, including the number of patients affected, the service and how long the service was delayed/if it was cancelled

Topic	No of incidents	Summary of incident	Impact on service delivery
Water	6	<ul style="list-style-type: none"> - Sink leaking - No water - Overflowing toilets 	<ul style="list-style-type: none"> - Closed the HDU area for repairs - Service closed as no water available
Fire / fire alarm etc.	1	False alarm	No service impact recorded
Pest control	2	<ul style="list-style-type: none"> - Patients home found to have droppings and waste - Mouse dropping found in a health centre. 	<ul style="list-style-type: none"> - Delayed access to patient - No impact on patient care
Food	2	Food not delivered on ward	No impact on patient care
Cleaning	1	Postnatal ward floor not cleaned	Service delayed for few hours.
Power outages	2	Power outages	No impact on patient care

Whittington Health NHS Trust

Interim Chair: David Holt Chief Executive: Siobhan Harrington



Lift faults	3	<ul style="list-style-type: none"> – Out of service – People trapped in a lift 	Patients delayed for their appointment
Temperature	8	<ul style="list-style-type: none"> – High temperatures in clinics – Excessive heat on Maternity ward – Cold temperatures on Maternity ward 	<ul style="list-style-type: none"> – Lengthy procedures were postponed. – Appointments rescheduled/postponed based on patient impact – Patients were moved rooms to increase their comfort

I hope you find this information useful. Please quote the above reference in any further communication on this matter.

If you require any further assistance, please do not hesitate to contact me by email or at the address shown below.

Yours sincerely

FOI Coordinator
Freedom of Information Office
 Whittington Health
 Highgate Wing, Level 5
 Magdala Avenue
 London, N19 5NF
foi.whitthealth@nhs.net
 Whittington Health

If you are dissatisfied with this response, Whittington Health operates a complaints procedure, details of which can be found below:

FOI Complaints:

In the first instance, write to:
Director Lead for Information Governance
 Chief Operating Officer
 Jenner Building
 Magdala Avenue
 London
 N19 5NF
 020 7288 5255
foi.whitthealth@nhs.net

If you remain dissatisfied with the Trust's response, you may write to:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire SK9 5AF
 Telephone: 0303 123 1113 or 01625 545745
www.ico.org.uk

Whittington Health NHS Trust

Interim Chair: David Holt Chief Executive: Siobhan Harrington