

Our Ref: LW/lmw/FOI.333.23
Date: 10th November 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Tel 01782 275030

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 16th October 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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.

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Chief Executive: Dr Buki Adeyemo
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- 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.

Please see Appendix 1 attached.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. 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 Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Laurie Wrench
Deputy Director of Governance

| | A summary of the incident. | The number of patients affected. | The service affected | How long the service was delayed/iff it was cancelled. |
|--|--------------------------------------|----------------------------------|---|--|
| Design of healthcare buildings. | | | None | |
| Engineering of healthcare buildings i.e., medical gas system and lift failure. | Lift failure due to a dual com fault | | Access to first floor, 0 staircase to be used | 3 working days |
| | Lift failure due to electrical fault | | Access to first floor, 0 staircase to be used | 1 working day |
| Fires, false alarms, and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes). | | | None | |
| Infection control relating to the built environment. | | | None | |
| Resilience of healthcare premises including flooding. | | | None | |
| Heating including overheating. | | | None | |
| Hospital food services. | | | None | |
| Cleaning and cleanliness in healthcare premises. | | | None | |
| Linen and laundry services. | | | None | |
| Pest control. | | | None | |
| Water and/or sewerage supply. | | | None | |
| Decontamination of surgical instruments. | | | None | |
| NHS car parking. | | | None | |
| Healthcare waste management. | Missed bin collections | | 0 Various sites | Rectified the next week working day |
| Bedside TVs, telephones, and mobile phones. | | | | |
| Physical security of the NHS estate. | Theft/ vandalism | | 0 ICT logistics | 2 working days |
| Portering. | | | None | |