

5 May 2022

Information Rights & Compliance Team
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Our Ref: FOI/04266

Thank you for your request concerning Clinical Service Incidents.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust for the years 2019/20, 2020/21 and so far in 2021/22.

Clinical service incidents are defined as infrastructure failures that have interfered with clinical services in some way. These could be things like power outages, building defects, water supply, oxygen shortages, food delivery, pest control or sewage supply.

For each incident, please could you provide a summary covering:

- a. The date of the incident and the site of the incident.**
- b. The cause of the incident – eg. water shortage, power failure, pest control.**
- c. The cost and impact on services, such as delays or cancellations to planned patient care. Including where possible the number of patients affected and the length of the impact.**

Please see attached spreadsheet showing the number of clinical service incidents for 2019/20, 2020/21 and so far in 2021/22.

To provide the summary you have requested for each incident would involve us manually going through every incident reported. It is estimated that it would take 15 minutes per report to scrutinise for the cause, cost, impact, number of patients affected and the length of the impact i.e. 199.75 hours @ £25 - £4,993.75.

Therefore we have applied exemption S12 – Cost of compliance exceed the appropriate limit.

Should you require further clarification or like to discuss payment, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

