

Ref FOI17 161
Date 23 May 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

Please provide the following information

Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2016/17.

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

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.

Response: please see attached spreadsheet.

Please note the Isle of Wight NHS Trust came into existence on the 1.4.12 therefore we do not hold information prior to this date. If you require information prior to this date please contact the Department of Health.

Please note that this response does not constitute as consent for direct marketing.

A copy of this response will be published on the Trust website.

We would like to bring to your attention the unique set up of the Isle of Wight NHS Trust which serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward and may result in higher or lower reporting data.

This letter also confirms the completion of this request. A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed.

If you are unhappy about the response you have received your first line of action should be to write and request the Trust to undertake an internal review of your application. A senior member of staff, who was not involved with your initial application, will undertake this review. If after this process you are still not satisfied with the response you receive from the Trust you can complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team

