

Freedom of Information Act 2000 disclosure log entry

Reference

17-18022

Date sent

20/4/2017

Subject

Estates and Infrastructure Failures 2016-17

Details of enquiry

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 Sent

If your question relates to the financial year 2016/17, commencing in April 2016 and finishing in March 2017, then this Trust had no Estates/Infrastructure failures to report here.

If your question relates to the calendar years 2016 and 2017, then records show that we had one incident: 9 March 2016, affecting both patients and staff resulting from an Estates/Infrastructure Failure.

Details of this incident are below, and we draw to your attention that this Trust does not provide acute services, and is a specialist mental health Trust which provides outpatient psychotherapy services only. The Trust has no in-patient wards.

On 9th March the central heating boiler, and the electricity supply within the Portman Clinic broke down, and was out of operation for the rest of the month until repairs concluded. This affected the consulting rooms, which were cold and unlit.

All patients with appointments over the rest of the month (March 2016) were contacted, explained the situation and offered the option of either a postponement of their appointment, or the option to attend anyway

65 patients expressed the preference to attend their appointments notwithstanding the premises issues. Some vulnerable patients with complex physical conditions were advised that their appointments should be rescheduled.

9 patient appointments were cancelled during March 2016, but we do not hold data on the reasons for cancelling.