

<b>File reference</b>	W16FOI543
<b>Key words</b>	Incidents caused by estates and infrastructure failure
<b>Date of release</b>	14/11/2016
<b>Attachments</b>	NO

## Freedom of Information Act Disclosure log - Reply Extract

### You asked

Please provide details of all clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2015/16 and 2016/17 to date.

This is the definition of clinical service incidents:

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 include what the problem was and how clinical services were affected, including details of how many patients were affected, what the service was and how long the service was delayed or whether it was cancelled.

### Our reply

The Trust has searched its incidents database and has concluded that the Trust is unable to provide you with the data requested. The Trust does not routinely record the information requested in the incident summary, so we would be unable to give an accurate result without spending considerably longer than the allotted 18-hour maximum period.

I am sorry, but on this occasion, we cannot be more helpful.

**Attachments included:** No

**Legal notes**

Plymouth Hospitals NHS Trust is confirming in accordance with section 1 (a) of the Act that it does not hold the information requested in any collated format. Incident summaries do not routinely contain the information requested. We could not examine individual records of such incidents within the appropriate limit specified in the Act for locating, extracting and collating such information. It is therefore considered exempt from supply in accordance with section 12(1) of the Act – Request exceeds the appropriate limit by virtue of section 13.-(1)(a) – The Cost of Compliance exceeds the appropriate limit.