

Ref: FOI/2024/10410

Date Received: 27th December 2024

Response Due: 27th January 2025

Date: 21st January 2025

Dear Sir/Madam

With reference to your request for information received on 27th December 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I am writing to request information under the Freedom of Information Act 2000. I would be grateful if you could provide the following:

- 1. How many times your trust has declared a critical incident in 2024 (from 1st January - 27th December 2024).**

The Trust declared 5 Critical Incidents during this time period.

- 2. For how long in days each critical incident lasted?**

1. 6 days.
2. 3 days.
3. 5 days.
4. 1 day.
5. 4 days.

- 3. What are the top three causes for each declaring Critical incident? If the causes are different, please list for each incident.**

All the above critical incidents were declared due to high pressures within the Emergency Department.

- 4. What are the three key actions your trust took to manage the critical incident? if actions are different, list for each incident.**

There are no "three key actions" that manage critical incidents as every incident is different. For the above, the focus was on reducing the numbers in the Emergency Department by either:

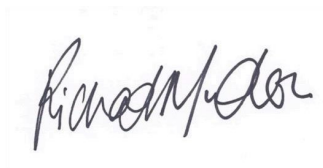
- Reducing admissions through streaming to other available services such as Urgent Treatment Centres, Virtual Wards, etc.
- Increasing capacity into Temporary Escalation Spaces
- Increasing patient flow throughout the hospital including increasing discharges via use of community facilities and services.

5. What strategies and actions does your trust have in place to prevent critical incidents in the future?

The Trust undertakes a debrief of all incidents to identify areas of best practice and areas for improvement. These are fed back into operational and incident response plans to improve the resilience for the future. The above incidents have highlighted a need to review capacity and flow plans to ensure an acceptable flow of patients in/out of the hospital.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Richard Mundon
Deputy Chief Executive

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111