



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters  
Chief Nurse

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Ref: FOI/2024/10205

Date Received: 15<sup>th</sup> October 2024

Response Due: 12<sup>th</sup> November 2024

Date: 9<sup>th</sup> December 2024

Dear Sir/Madam

With reference to your request for information received on 15<sup>th</sup> October 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 believe the Trust has a '12 x 12' initiative. As such I require more information on this policy and what steps the trust has made to ensure this is safe and patient centred.**

**1. How many patients have been part of this and were they asked for consent**

This information is not recorded.

**2. How many patients later had to be moved elsewhere as a bed did not become available on that ward**

This information is not recorded.

**3. How many incident reports have been received as a result of this**

79 since April 2024.

**4. What is the actual policy**

The SOP is called the Twelve-by-Twelve Patient Flow Model (12 x 12). Please see attached.

**5. What risk assessments have been made including fire safety**

Risk assessments are completed both on clinical and non-clinical patient and area specific needs.

**6. If a patient is being nursed on a bed in the middle of the bay as is being done, can a crash cart safely make its way to them and other patients their bed position may block?**

Dynamic patient risk assessments and environmental risk assessments are completed before any decision making takes place.

**7. This clearly increases nurse ratio, puts extra pressure on staff, what provision have you put in place to combat this?**

Safe staffing is monitored continuously using a recognised national safer nursing care tool which is reported via the Trust Board.

**8. As this seems to be now an embedded practice, what resources are you making available to your ward staff to help them deal with this more safely such as but not limited to battery operated buzzers, portable screening.**

Not all patients may have access to a nurse call bell if they have not yet been allocated a specific bed space, to address this the Trust are exploring the feasibility of procuring battery operated buzzers.

**9. How does this line up with your trust values, when people are routinely placed in unfit unsafe areas, as well as other patients feeling their discharged is rushed and feeling they haven't got time to go over their discharge appropriately as they can see another patient is in need of their bed?**

We are not required to create new information to respond to a request or give judgement or opinion that is not already recorded. Furthermore, the Trust is not required to create new information or find answers to a question from staff that may happen to know. The Information Commissioner has confirmed this position in its online guidance on handling FOI requests.

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,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCSI, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

**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