

Ref: FOI/2024/10177

Date Received: 8th October 2024

Response Due: 5th November 2024

Date: 30th October 2024

Dear Sir/Madam

With reference to your request for information received on 8th 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:

- 1. Does your Trust use “Exception Reports” that are used by doctors when day-to-day work varies significantly and/or regularly from the agreed work schedule?**
Yes.
- 2. If so, how many exception reports were logged as raising an immediate safety concern in**
 - a) 2022/23**
8.
 - b) 2023/24**
10.
- 3. With respect only to the financial year 2023/24, please state for each occurrence**
 - (a) when the incident took place**
 - (b) which Trust site it related to**
 - (c) provide a detailed, verbatim account of how the doctor described the concern.**

Date (a)	Site (b)	Detail (c)
27/03/2024	Royal Albert Edward Infirmary	Doctor holding 2 crash bleeps for duration of shift.
13/03/2024	Royal Albert Edward Infirmary	Dr was only sho in the labour room, was overwhelmed and overloaded to cover the ward alone
18/01/2024	Royal Albert Edward Infirmary	Not enough staff during medical ward cover on calls to answer all bleeps immediately and see unwell patients at

		the same time .raised this issue via email with my Supervisor and had previously discussed issues with the bleep system and understaffing during medical ward cover on calls.
13/10/2023	Royal Albert Edward Infirmary	No available senior support on ward rounds
25/09/2023	Royal Albert Edward Infirmary	Short staffed
06/09/2023	Royal Albert Edward Infirmary	no med reg
06/09/2023	Royal Albert Edward Infirmary	no med reg
06/09/2023	Royal Albert Edward Infirmary	no med registrar
28/05/2023	Royal Albert Edward Infirmary	Last minute cancellation of locum SPR2 clerking reg bleep therefore no clerking registrar. A+E was very busy that night and we received >20 referrals overnight. No 2nd reg meant 1 med reg was covering all the wards as well as resus and A+E. This led to delays in answering bleeps of very unwell patients. The 2nd reg bleep was actually accepted by an SHO/IMT.
29/04/2023	Royal Albert Edward Infirmary	No ward cover SHO overnight, FY1 having to step up

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,



Juliette Tait
Chief People Officer

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