



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department
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Email: foi@wwl.nhs.uk
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Ref: FOI/2023/9308

Date Received: 16th October 2023

Response Due: 13th November 2023

Date: 6th November 2023

Dear Sir/Madam

You asked:

Please provide additional details of clinical service incidents caused by estates and infrastructure failures which resulted in clinical services being delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure, as measured in the ERIC return, in the 2022/23 financial year. This information could be collected from incident reporting systems.

Include:

- **Where estates and facilities staff availability is a cause e.g. porters;**
- **External incidents which estates and infrastructures should have mitigated, e.g. utility power failures where the trust's backup power system failed to offset;**
- **Equivalent failures by services contracted out to subsidiaries, PFI, LIFT and NHS Property Services Ltd;**
- **Both inpatient and outpatient service incidents;**
- **Types of incidents:**
 - **Design of healthcare buildings;**
 - **Engineering of healthcare buildings i.e. medical gas system and lift failure;**
 - **Fires, false alarms and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes);**
 - **Infection control relating to the built environment;**
 - **Resilience of healthcare premises including flooding;**
 - **Heating including overheating;**
 - **Hospital food services;**
 - **Cleaning and cleanliness in healthcare premises;**
 - **Linen and laundry services;**
 - **Pest control;**
 - **Water and/or sewerage supply;**
 - **Decontamination of surgical instruments;**

- **NHS car parking;**
- **Healthcare waste management;**
- **Bedside TVs, telephones and mobile phones;**
- **Physical security of the NHS estate;**
- **Portering.**

For each incident, please provide:

- 1. A summary of the incident.**
- 2. The number of patients affected.**
- 3. The service affected.**
- 4. How long the service was delayed/if it was cancelled.**

To locate the incidents information it would require an integration of 4289 records which would take over 18 hours.

Refusal Notice for question(s) - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

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,



Tabitha Gardner
Chief Finance 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