

Freedom of Information Request

Ref: 23-784

10 November 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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.

Please see our response below:

1. A summary of the incident.

Leak noted in Bristol Royal Infirmary Physiotherapy Department

2. The number of patients affected.

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3. The service affected.

Physiotherapy Department, Diagnostics and Therapies Division

4. How long the service was delayed/if it was cancelled.

This is not recorded.

1. A summary of the incident.

Broken lift at Riverside Dental Services (Community Dental Services)

2. The number of patients affected.

This is not recorded.

3. The service affected.

Community dental appointments

4. How long the service was delayed/if it was cancelled.

This is not recorded.

1. A summary of the incident.

MRI level 4 scanner temperature chiller having problems in the Bristol Royal Hospital for Children

2. The number of patients affected.

Nine

3. The service affected.

Radiology, Bristol Royal Hospital for Children

4. How long the service was delayed/if it was cancelled.

This is not recorded.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust