

Freedom of Information Request

Ref: 21-190

29 April 2021

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

1. How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?

162

2. What systems does your trust use to support staff in the handover of critical patient information between shifts?

Primary system is Careflow Connect. Other system are still in use in other area's of the Trust; eHandover (locally developed), WardView (locally developed).

3. What systems does your trust use to support the process of patient handover and referral between clinical team?

Careflow Connect (handover & referrals), Medway Service Orders (for referrals that require highly specific information).

4. How many of these systems are fully manual (paper, email, whiteboards, etc); how many rely on manual entry to word-processing or spreadsheet documents; how many are fully integrated to the trust's Electronic Patient Record system?

Careflow Connect is typed entries and updates and is fully integrated. Medway service orders are bespoke referrals forms that are typed entries and also fully embedded part of the EPR. WardView is a combination of read-only information pulled from various parts of the Electronic Patient Records and some manual entry (touch-screen). WardView is a web-based electronic solution, also typed into, this is an old system which the Trust intends to go end-of-life relatively soon, pending moving other related content to new systems.

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:

Director of Corporate Governance
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