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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

24th October 2023

Dear [REDACTED]

With reference to your request for information received on 16th October 2023, 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:

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 building
 - 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;

Home, Community, Hospital.

Patient Experience Team
01623 672222
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Chair Claire Ward
Chief Executive Paul Robinson

- **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.**

Section 22 - Information intended for future publication.

Section 22 provides an exemption for information that is intended to be published in the future. This information will be available in <https://digital.nhs.uk/data-and-information/publications/statistical/estates-returns-information-collection/england-2022-23> which will be published in December 2023.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours sincerely

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.