

FOI Request Response information

FOI request reference:	2017/122
Date request received:	20/04/2017
Date request responded to:	15/05/2017
Category:	Incidents
Tags:	Clinical, service, estates, infrastructure

Request Detail:

Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2016/17.

For each incident, please provide a summary of the incident and the impact on services. Please provide details of the problem and in what way clinical services were affected, including the number of patients affected, the service and how long the service was delayed/if it was cancelled.

Response Detail:

The Trust response to your recent FOI request is as follows:

During 2016/17 the Trust encountered the following estates and infrastructure failures which impacted upon service delivery, using the criteria set out of "delay of at least 30 minutes to clinical services affecting at least 5 patients or equivalent. Both inpatient and outpatient service incidents should be included"

Date	Summary	Impact on service
July 2016	Slow/unresponsive performance of user home drive (Y), which was also preventing log in to the IT network for some users.	The problem persisted almost daily for four weeks, usually between 8am and 12pm, which caused disruption and inconvenience to clinical services and the day to day operation of most staff.
February 2017	Failure of electronic prescribing and medicines administration system.	Services were required to use paper based measures for one weekend.