

Date: 27 March 2020

Re: Freedom of Information Request
Ref: 69- 2020

Thank you for your email dated the 4th March 2020, requesting information relating to 'Never Events'.

The information that you require is as follows:

'Never events' are patient safety incidents that are considered preventable when national guidance or safety recommendations that provide strong systemic protective barriers are implemented by healthcare providers
[\[https://improvement.nhs.uk/documents/3213/Learning_from_surgical_Never_Events_FINAL.pdf\]](https://improvement.nhs.uk/documents/3213/Learning_from_surgical_Never_Events_FINAL.pdf)

Examples of 'never events' include foreign objects not being removed following surgery and patients being treated with the incorrect procedure.

Please could you tell me:

- 1. How many 'never events' have occurred at your trust over the past ten years? (please break this down by year and speciality department, and if possible also include information collected for 2020)**

There have not been any 'Never Events' that have occurred at our Trust over the past ten years.

- 2. Details for each of these 'never events'. What happened? Were there any contributing factors?**

N/A – please see above.

3. How the issue was resolved for each? (i.e. was there any compensation involved and if so what was the total amount paid in compensation for these 'never events' by year and over the past 10 years?)

N/A – please see above.

4. Has NHS England (or another body) issued guidance or any other form of support to prevent the occurrence of 'never events' in the future?

No, as we have not had any 'Never Events' in the last 10 years, NHS England (or another body) have not specifically issued our Trust with guidance or any other form of support to prevent the occurrence of 'never events' in the future. However, our Trust does receive all national and regional NHS guidance on never events and patient safety, and would follow all of this guidance should a 'Never Event' occur.

Should you require any further information please do not hesitate to contact me on the email address provided below.

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

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>