



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
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Date: 7 October 2020

Re: Freedom of Information Request
Ref: 202-2020

Thank you for your email dated the 11th September, requesting information in relation to exception reports for the financial year 2019/20.

The information that you require is as follows:

Does your Trust use “Exception Reports” for doctors flag when day-to-day work varies significantly and/or regularly from the agreed work schedule?

Yes, the Trust does use Exception Reports for doctors to flag when day-to-day work varies significantly and/or regularly from the agreed work schedule

If so, how many exception reports were logged as raising an immediate safety in the 2019/20 financial year?

9 exception reports were logged

For each occurrence please state

(a) when the incident took place,

(b) which Trust site did it relate to and

(c) provide a detailed, verbatim account of how the doctor described the concern as per the level of detail in the two examples below:

EXAMPLE 1:

2 May 2017 – 0800 – “There are supposed to be a core number of 3 SHOs on the Rota, today there is only myself. The on-call full shift for neurosurgery (SHO) is under the empty slot on the Rota and has not been

filled. The other SHO due to be in work today is now off post-nights as she was moved to nights last week last minute to cover another gap in the Rota. The Rota coordinator has put the shift out for locum. This gap in the Rota has been known about for at least 5 days. A datix is also being completed.”

This incident was immediately notified to the directorate manager who put in support with the registrar and ensured the consultant on call was aware of the situation. In addition on a daily basis have put in plans to review medical staffing”

EXAMPLE 2:

23 May 2017 – “Pulled from Breast Surgery day job at 11am and told I must come in and cover medical nights overnight for the rest of the week, despite being on Surgery. Told on the phone that the deputy medical director had talked to my consultant and said I must do this, as there would otherwise only be a single SHO looking after all of the medical patients in the hospital. After discussion with my consultant we reluctantly agreed that the best measure from a patient safety perspective would be for me to attend this shift, despite it being unsafe and bad for my personal training/development. Unfortunately, I did not manage much sleep before coming in for the night due to the short notice. Other than myself, there was only one doctor on ward cover nights (out of 3) and two SHOs and an F1 in MAU. Between myself and the other SHO on ward cover we were responsible for the care of 436 patients between the two of us, while carrying the crash bleep which covers the whole hospital (and incidentally kept us busy from around 04:00 - 07:00). We have Datix'd the unsafe environment and want it to be noted while having done our best; this was a very unsafe shift from the patient perspective.”

Please see Appendix A

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.

Exception Reports - Financial Year 2019/20

Exception Date	Rota Site	Description
08/04/2019	Clatterbridge Cancer Centre - Wirral	1) Did not complete ward work until 18:30. 2) Consultant on-call saw 4 unwell patient's and I planned to see the stable patients. This was delayed as tasks had not been completed over weekend and next day discharges has been scheduled for 9am meaning lots of TTO. 3) Unwell patients had not been escalated over weekend. 4) D/C letter from 1 week ago not completed. 5) Palliative review later in the day changed consultant on call plans and needed px. 6) Emailing main consultant important results and finding they were on AL and not knowing who was taking over the care of the patient in the interim.
08/04/2019	Clatterbridge Cancer Centre - Wirral	Very low levels of medical staffing in hospital. Ward round was only completed by 6pm. After completing jobs and ensuring patients would be left safely; we left at 6:30pm and I did not achieve a single break. High acuity of patients on the ward with only two juniors conducting ward round and managing most of these patients
09/04/2019	Clatterbridge Cancer Centre - Wirral	Unable to leave the ward before allocated finish time (5pm) as ward round still in progress by junior doctors and jobs still needed to be done to ensure safety of patients overnight. Only a very short break (approx 15 minutes) achieved. Due to the low levels of doctor numbers on the wards it was impossible to finish everything before 5pm
10/04/2019	Clatterbridge Cancer Centre - Wirral	I was on-call cover for the hospital until 9:30pm. A high level of day jobs from one ward was handed over to me by nursing staff which I had to complete alongside on-call duties out of hours. When the night SHO came on shift there was too much to hand over; so I stayed to complete the day jobs handed over to me. The reason a lot of day jobs had not been completed was due to only one doctor being placed on that ward; and they had to cover the on-call bleep when I went to teaching.
15/04/2019	Clatterbridge Cancer Centre - Wirral	I was the only doctor assigned to a busy ward today. Unable to leave the ward until just after 6pm. Only a short 10 minute break achieved during the day due to sheer volume of jobs. Poor staffing levels continue despite escalation to medical staffing early last week. There was no possible way to leave the ward prior to 6pm and still ensure safety upon the ward overnight.

20/05/2019	Clatterbridge Cancer Centre - Wirral	Written in retrospect as I have had trouble logging into this exception reporting system I left one hour late (at 6pm) as I was expected to go on the post-take after handover (which finished at approx 4:45pm) as the on-call SHO was busy. It took until 6pm to see the patient with the consultant and then to complete the management plan as suggested. With having handover so late (4pm-4:30pm); any jobs/patient reviews that need doing after will inevitably take the day staff past 5pm
13/06/2019	Clatterbridge Cancer Centre - Wirral	My work day was supposed to finish at 5pm; however I left work at 7pm. (2.5 hours additional work as nil break achieved) I was the only doctor on the ward after 12pm (as the other doctor left for mandatory teaching) and it took me until 7pm (without a lunch break) to ensure that all patients could be safely left until tomorrow. There were multiple discharges that required review and heavy administrative work; and also several ill patients. A patient became life threateningly unwell at approx 3:30pm; meaning that all other wards jobs and patient reviews were left until at least 5:30pm. I could only sit down to document after about 6:30pm. I felt that today was borderline unsafe due to the low staffing levels. This issue has been raised before approximately 7-8 weeks ago yet no changes have been implemented as promised. One doctor per ward is not enough. Even if all patients are well; it is a struggle to finish day jobs by 5pm. If even one patient becomes unwell; it becomes impossible to leave on time.
04/07/2019	Clatterbridge Cancer Centre - Wirral	Due to a combination of short staffing levels and one of the consultant of the week being in clinic; the ward was very busy resulting in a late finish
26/07/2019	Clatterbridge Cancer Centre - Wirral	Due to a combination of short staffing levels; the ward was very busy resulting in a late finish (4 Doctors on annual leave and 1 in clinic and an ascitic drain booked with only 2 people in the hospital able to do it.)