



Date: 11 May 2021

**Re: Freedom of Information Request**  
**Ref: 96-2021**

Thank you for your email dated the 12<sup>th</sup> April 2021, requesting information in relation to patient safety incidents.

The information that you require is as follows:

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

Financial Year	Number of incidents
2018/19	23
2019/20	17
2020/21	20
<b>Total</b>	<b>60</b>

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

**Our Trust handover critical patient information between shifts in a number of ways:**

- **Standard handover three times a day (9am/4pm/9pm)**
- **Additional daily ward based MDT board round**
- **Safety huddles**
- **Board rounds between clinical medical staff at shifts handovers**
- **Electronic huddle forms**

- **Daily Teams meetings**
- **What systems does your trust use to support the process of patient handover and referral between clinical team?**

**Our Trust supports the process of patient handover and referral between clinical teams in a number of ways:**

- **Safety huddle templates**
  - **Board rounds between clinical medical staff at shifts handovers**
  - **Meditech EPR notes**
  - **Meditech EPR alerts**
  - **Electronic Referral Form**
  - **Microsoft Teams**
  - **ARIA journal notes are all fully integrated into the Trust's EPR system to ensure a patient is referred from one team/shift to another health professional safely with current information.**
- **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?**  
**All of our handovers will be managed electronically by the end of May 2021. Until this transfer is completed, our Trust will manage handovers in the following ways:**
    - **Safety Huddle = Paper**
    - **Electronic/Board rounds = whiteboards**
    - **Meditech notes = fully integrated to the Trust's Electronic Patient Record system**
    - **Meditech alerts = fully integrated to the Trust's Electronic Patient Record system**
    - **Electronic Referral Form = fully integrated to the Trust's Electronic Patient Record system**
    - **ARIA journal notes = fully integrated to the Trust's Electronic Patient Record system**

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>**