

Date 2<sup>nd</sup> October 2017

**Re: Freedom of Information Request**  
**Ref: 162-2017**

Thank you for your email dated 19th September 2017 requesting information in relation to Serious Incidents reported by the Trust.

The information that you require is as follows:

**Can you please provide the following information under the Freedom of Information Act.**

- 1) **The number of Serious Incidents reported by the Trust between 1 January 2016 and 31 December 2016.**
- 2) **If possible, a description of each of these incidents, including what harm was caused to a patient as a result of the incident.**

- Information governance breach Incident- Virus entered the server of one of the Trust's 3<sup>rd</sup> party suppliers which affected our staff**
- IT virus- virus entered the IT network**
- Medication incident- Contraindicated treatment given resulting in the use of Filgastrim to prevent Neutropenia Sepsis**
- Medication incident- Patient given treatment when it should have been deferred due to low blood result**

- Medication incident- Patient given incorrect treatment
- Papillon incident- Dose much greater than intended delivered to patient undergoing Papillon treatment due to poor design of software and operator error
  
- Outpatient fall in Radiotherapy toilet resulting in fracture  
Inpatient fall on the ward resulting in fracture

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>**