



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 12 July 2019

Re: Freedom of Information Request
Ref: 165- 2019

Thank you for your email dated the 18th June 2019, requesting information with regards to end of life care and DNAR.

The information that you require is as follows:

Please list the number of people between 2011 and 2018 to have died in your hospitals after being placed on end-of-life care which resulted in a DNAR order being introduced. Please break down the figures year by year.

Following a scoping exercise, it has become evident that in order to meet the full requirements of this request, there would be a significant impact on both time and workload within the Trust. As all of the information requested is not currently held centrally, collating this information would require an individual to manually review a large number of patient records and extract the requested information. It is estimated that this would be in excess of 18 hours.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the 'appropriate limit', which for local authorities is £450, or 18 hours (at £25 per hour). This represents the estimated cost of one person spending 2.5 working days locating the documents that contain the information and extracting the relevant information containing it. This would take considerable time and cost which we estimate will exceed the "appropriate limit".

Please list the number of DNAR orders issued by your hospitals each year between 2011 and 2018. Please break down the figures year by year.

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Please list the number of complaints your hospitals have received over the introduction of DNAR orders between 2011 and 2018. Please break down the figures year by year. Please provide as much detail as possible on what was being complained about.

2011 = 0

2012 = 0

2013 = 0

2014 = 0

2015 = 0

2016 = 0

2017 = 0

2018 = 1 (complaint made by patient's family in relation to DNAR process)

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>