



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
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Date: 4 October 2019

Re: Freedom of Information Request
Ref: 249 - 2019

Thank you for your email dated the 8th September 2019, requesting information regarding the use of Exception Reports that are used by doctors when day-to-day work varies significantly and/or regularly from the agreed work schedule.

The information that you require is as follows:

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

Yes, the Trust does use Exception Reports

If so, how many exception reports were logged as raising an immediate safety concern in the 2018/19 financial year?

35 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:

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”

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 1

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.

Appendix 1

Exception reports logged as raising an immediate safety concern in the 2018/2019 financial year

20.08.2019	Clatterbridge Cancer Centre – Wirral Site	Completing documentation Some jobs were handed over to the on call.
30.08.2018	Clatterbridge Cancer Centre – Wirral Site	Reduced number of doctors due to GP trainee teaching. Influx of patients at 4pm that needed clerking and post-taked. Stayed last to make sure patients had plans On call also busy.
08.10.2018	Clatterbridge Cancer Centre – Wirral Site	Busy on-call - due to finish at 7pm; however; patients waiting to be seen later in the afternoon/day. This trickled over past 7pm; spent time catching up on admin generated from seeing the patients. This was not possible at the time because of time pressures created by logistical aspects of CCC (Clatterbridge Cancer Centre) e.g. bloods being sent past 4.30pm to local trust and turn-around time being 2 hours for results. Cardiac arrest on the ward which then meant it wasn't possible to leave and also needed to stay to talk to the family. I then needed to stay to complete documentation and start a 'handover email' from the day to the hand over team in the morning. On average this can take 20-30 mins depending on the number of cord referrals etc. waiting to be transferred. None- it was not possible or appropriate to leave at 7pm due to the sheer number of things going on in the hospital
09.10.2018	Clatterbridge Cancer Centre – Wirral Site	Stayed 1 hour late on call in order to complete documentation on patients seen throughout on call shift.
25.10.2018	Clatterbridge Cancer Centre – Wirral Site	Expected to stay until radiotherapy sets finish. Rotated to stay until 7pm Radiotherapy sets delayed 1 hour late - scheduled to finish at 8pm.
05.11.2018	Clatterbridge Cancer Centre – Wirral Site	Radiotherapy sets did not finish until 8pm therefore I could not leave site until 8pm. Not possible to resolve this as radiotherapy sets had not finished.
08.11.2018	Clatterbridge Cancer Centre – Wirral Site	Radiotherapy sets finished treating at 20.35 none - no other medical cover.
12.11.2018	Clatterbridge Cancer Centre – Wirral Site	During non- resident on call the registrar is to stay on site until completion of outpatient radiotherapy. This is 7pm (the aim is 7pm). Today 12/11/18 there were radiotherapy treatment machine failures that meant outpatient treatments were continued until 20:45; I left at this time. Not possible to resolve; it is unavoidable; not predictable that radiotherapy machines will breakdown causing later working.
14.11.2018	Clatterbridge Cancer Centre – Wirral Site	On call and due to be on site until radiotherapy treatment completed at 7pm; it finished at 20:15 and I left at 20:20.
19.11.2018	Clatterbridge Cancer Centre – Wirral Site	Radiotherapy sets overrunning - finished at 8pm therefore this was the earliest I could leave. At this point a new neutropenic patient arrived and I reviewed the patient before leaving at 8.20pm. Nature of the on call; need to be on site until the radiotherapy sets finish which is usually at about 8pm in my experience.
08.12.2018	Clatterbridge Cancer Centre – Wirral Site	I was informed on Friday 16:45 to be on site to cover the wards 9am to 9pm as SHO needs support and for the weekend.
09.12.2019	Clatterbridge Cancer Centre – Wirral Site	Weekend on call. I am asked to support junior doctor in the ward 9am to 9pm. Left CCC (Clatterbridge Cancer Centre) at 9:45pm No. COW (Consultant of the Week) aware of long hour shift and weekend on-call.
17.12.2018	Clatterbridge Cancer Centre – Wirral Site	Trust induction 0815 - 1800
17.12.2018	Clatterbridge Cancer Centre – Wirral Site	Trust induction 0815 - 1700
21.12.2018	Clatterbridge Cancer Centre – Wirral Site	On my first day of placement myself and another F2 doctor worked solidly all day until 7pm without breaks and additional hours. We were new on the wards and very understaffed. We did not know how to work mediate nor have passwords for PACS and we were on the wards alone with no one to help us. We stayed late to finish the ward round and jobs.
21.12.2018	Clatterbridge Cancer Centre – Wirral Site	Our induction session on the new rotation requested we arrive at 8.15 and finished at 6pm. This was a very long induction day.
24.12.2018	Clatterbridge Cancer Centre – Wirral Site	I worked in Conway ward on my own today. There wasn't sufficient staff to get help. I had to work late. I could not hand over everything as several patients were sick. I think we need two doctors to staff a ward it is very very hard alone.

04.01.2019	Clatterbridge Cancer Centre – Wirral Site	I was required to stay late to have an end of life decision with a family member who was travelling to CCC (Clatterbridge Cancer Centre) to see his brother; who is a young patient who is imminently dying on Conway Ward. I was known to the family so it was appropriate that I stayed.
11.01.2019	Clatterbridge Cancer Centre – Wirral Site	Due to severe staffing shortages on Tuesday; I was the only Junior Doctor in the hospital that was assigned to the wards; and as such was unable to complete all ward jobs in my normal working day or have any breaks at all during the day. Issues raised with Medical Staffing and Dr. unable to attend clinic/theatre/session Unable to attend scheduled teaching/training.
18.01.2019	Clatterbridge Cancer Centre – Wirral Site	Late finish due to short staffing levels on wards.
18.01.2019	Clatterbridge Cancer Centre – Wirral Site	Late finish due to busy work load.
18.01.2019	Clatterbridge Cancer Centre – Wirral Site	Late finish due to short staffing and busy ward work load.
18.01.2019	Clatterbridge Cancer Centre – Wirral Site	Late finish due to busy work load.
18.01.2019	Clatterbridge Cancer Centre – Wirral Site	Only doctor on the ward; late finish in order to complete all necessary jobs for patients.
24.01.2019	Clatterbridge Cancer Centre – Wirral Site	Late finish due to busy ward.
24.01.2019	Clatterbridge Cancer Centre – Wirral Site	Late finish due to sick patients on ward requiring review.
07.02.2019	Clatterbridge Cancer Centre – Wirral Site	Required to stay late to assist Dr with a difficult conversation with a deteriorating TYA (Teenage and Young Adult) patient who was not yet DNACPR; and as such left late (also no break was achieved all day today due to acuity of ward work).
20.02.2019	Clatterbridge Cancer Centre – Wirral Site	Covered the 9am-5pm 'on call' CDU (Clinical Decisions Unit) shift due to gaps in the rota. I did not do the out of hours portion of the day. As a result; I was unable to do my session of audit/QI/admin in the morning and couldn't attend local teaching. medical staffing are already aware of staffing gaps; I believe they are in discussions for hiring more doctors. Education Unable to attend scheduled teaching/training.
25.02.2019	Clatterbridge Cancer Centre – Wirral Site	A patient on my ward became increasingly unwell and I was treating her until after the end of my shift. By the time I had handed over to the on-call I had remained 30 minutes late.
25.02.2019	Clatterbridge Cancer Centre – Wirral Site	My entire day was delayed for the following reasons; that were unavoidable despite minimum levels of staffing:- the families of 4 separate families wanted conferences to discuss their family member's plan- One of the above contacted PALS about their care and the nursing team and subjected us to abuse; the documentation and aftermath of which required extensive COW (Consultant of the Week) discussion and documentation- Two ascetic drains needed completing; and we had to wait for US to complete the marking procedure- Three separate conversations with Consultant Microbiology- 2x Septic patients Also no break was achieved; besides 5 minutes to eat a sandwich. Discussed with COW (Consultant of the Week); SpR (present during Drain) and ward team.
27.02.2019	Clatterbridge Cancer Centre – Wirral Site	Late clinic finish.
27.02.2019	Clatterbridge Cancer Centre – Wirral Site	Sick patient on ward and lengthy family discussions; not suitable for on call team to action as knew patients well and had specifically been asked to stay by COW (Consultant of the Week).
27.02.2019	Clatterbridge Cancer Centre – Wirral Site	Critically unwell patient in CDU with status epilepticus; requested medical opinion from day reg and on call team. Stayed to stabilise patient prior to transfer.
28.02.2019	Clatterbridge Cancer Centre – Wirral Site	Stayed late dealing with admissions from CDU on on-call shift.
10.03.2019	Clatterbridge Cancer Centre – Wirral Site	Two of my patients deteriorated rapidly approximately 20 minutes before the end of my shift. One of whom died within the next hour. I was asked to stay behind and prescribe anticipatory medications and speak to the family of the man who died; as they were known to me; among other issues that arose before I left requiring immediate action. Ward Manager present and aware of issues and the reasons why I was required to stay.