

**Reference Number:** FOIAH2324/386  
**From:** Press/Media  
**Date:** 16 October 2023  
**Subject:** incidents caused by estates and infrastructure failures which resulted in clinical services being delayed

**Q1** Please provide additional details of clinical service incidents caused by estates and infrastructure failures which resulted in clinical services being delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure, as measured in the ERIC return, in the 2022/23 financial year. This information could be collected from incident reporting systems

Include:

- Where estates and facilities staff availability is a cause e.g. porters;
- External incidents which estates and infrastructures should have mitigated, e.g. utility power failures where the trust's backup power system failed to offset;
- Equivalent failures by services contracted out to subsidiaries, PFI, LIFT and NHS Property Services Ltd;
- Both inpatient and outpatient service incidents;
- Types of incidents:
  - Design of healthcare buildings;
  - Engineering of healthcare buildings i.e. medical gas system and lift failure;
  - Fires, false alarms and evacuations (exclude where caused by equipment faults or malfunction and/or deliberate/malicious causes);
  - Infection control relating to the built environment;
  - Resilience of healthcare premises including flooding;
  - Heating including overheating;
  - Hospital food services;
  - Cleaning and cleanliness in healthcare premises;
  - Linen and laundry services;
  - Pest control;
  - Water and/or sewerage supply;
  - Decontamination of surgical instruments;
  - NHS car parking;
  - Healthcare waste management;
  - Bedside TVs, telephones and mobile phones;
  - Physical security of the NHS estate;
  - Portering.

For each incident, please provide:

- a. A summary of the incident.
- b. The number of patients affected.
- c. The service affected.
- d. How long the service was delayed/if it was cancelled.

**A1** Information not held – zero clinical service incidents were reported for the above departments.