

20/12/2022

Dear Requester,

**FOI 1808**

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

- 1. Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2021/22.**

**A “clinical service incident” is defined as follows: Number of incidents caused by estates and infrastructure failure which caused clinical services to be delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure. Exclude failures relating to non-estates causes e.g. nursing availability but include where external incidents which estates and infrastructures should have mitigated e.g. utility power failures where the Trusts backup power system failed to offset. An incident is considered to be a delay of at least 30 minutes to clinical services affecting at least 5 patients or equivalent. Both inpatient and outpatient service incidents should be included. Please note that the information provided will not always capture the length of delay or the total number of patients affected.**

**Such incidents will include, but are not limited to:**

- Power and/or heating failures including overheating**
- Fires and false alarms (where caused by equipment faults or malfunction, deliberate/malicious causes should be excluded)**
- Water and/or sewage supply**
- Food production and/or delivery**
- Pest control**

From 01/01/21 to 21/11/22 we had 47,000 reported Estates incidents / jobs reported across the Trust. The Trusts system reports this as an incident requiring action. Whilst some of the 47,000 incidents may have had an effect on clinical service provision the effect is not known / recorded on the system.

- 2. For each incident, please provide a summary of the incident and the impact on services. Please provide details of the problem and in what way clinical services were affected, including the number of patients affected, the service and how long the service was delayed/if it was cancelled.**

Unfortunately we do not hold information relating to the impact (if any) these incidents had on clinical services.

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust