

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Monday 16th October 2023. I am pleased to confirm the following.

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.

1. A summary of the incident.

There is only one incident recorded for FY22/23 under Hard FM that meets the criteria given:

Estates Engineering plant failure, HEPA filter fault in Air Handling Unit serving Theatre No. 2

2. The number of patients affected.

Up to 10 patients were affected causing the need to reschedule elective surgery.

3. The service affected.

Elective Surgery service affected.

4. How long the service was delayed/if it was cancelled.

5 days of delay where Theatre No. 2 was unavailable.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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