

FOI REF: 21/179

Eastbourne District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

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Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1. How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?**

There were 410 incidents reported between 1st April 2018 and 31st March 2021 related to patient handover.

- 2. What systems does your trust use to support staff in the handover of critical patient information between shifts?**

The Critical Care Teams use the Phillips Intellivue Critical Care Anaesthesia (ICCA) system, supported by a general shift handover, bedside nurse to nurse handover, twice daily handover between doctors rotating on shifts and Multi-Disciplinary Team safety huddles.

In other areas the Nervecentre system handover function is currently being implemented to replace the use of handover sheets that are completed and stored on the Trust computer system and printed daily for staff.

- 3. What systems does your trust use to support the process of patient handover and referral between clinical team?**

In Critical Care information is printed from the ICCA system to accompany a verbal handover to the area receiving the patient.

In other areas esearcher is used but this is being replaced with the implementation of the Nervecentre system.

The SBAR tool (Situation, Background, Assessment, Recommendations) is also widely used.

Methods for referral between specialties include esearcher electronic referrals, emails or in person via speciality secretaries.

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4. **How many of these systems are fully manual (paper, email, whiteboards, etc); how many rely on manual entry to word-processing or spreadsheet documents; how many are fully integrated to the trust's Electronic Patient Record system?**

All of the 'systems' require manual entry. The electronic system is dependent on documentation by the doctors and nurses. The handover sheet requires manual entry also.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to Lynette Wells, Director of Corporate Affairs, East Sussex Healthcare NHS Trust (lynette.wells2@nhs.net) quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
esh-tr.foi@nhs.net