

FOI REF: 23/704

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

14th November 2023

Tel: 0300 131 4500

Website: www.esht.nhs.uk

Via email to: lauren.woodhead@bbc.co.uk

Dear Ms Woodhead

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:

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.

For each incident, please provide:

- 1) A summary of the incident.
- 2) The number of patients affected.
- 3) The service affected.
- 4) How long the service was delayed/if it was cancelled.

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.

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- **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.**

In the year 2022/2023 there were no incidents recorded that were caused by Estates infrastructure failures. Where any infrastructure failures occurred, these did not have significant impact on clinical services and did not cause the cancellation of any of these services.

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, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

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