

Ref: FOI/CAD/ID 3215

Please reply to:
FOI Administrator
Trust Management
Service Centre
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

10 March 2016

Katharine Horner
Katharine.Horner@nhs.net

Dear Ms Horner

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the recording of incidents related to discharge.

We are keen to assess how incidents related to discharge are recorded on your Trust incident reporting system.

Could you tell me what categories and sub-categories you have on your system?

Please see the table below:

Name of incident management system used: Datix E-Reporting

We use a three tier reporting system

Category		
Access, Appointment, Admission, Transfer, Discharge		
Sub-category		
Discharge		
Adverse Event		
Absconder / missing patient		

Access, admission, transfer, discharge, other		
Delay		
Discharge – inappropriate		
Discharge – planning failure		
Documentation – delay in obtaining healthcare record / card		
Documentation – no access to		
Extended staff / episode of care		
Failure to follow up		
Failure to return from authorised leave		
Patient discharged with complications		
Self-discharge, or against medical advice		
Transfer – delay/failure		
Unexpected re-admission or re-attendance		
Unsafe / inappropriate clinical environment		

If you have any queries about this letter please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write in the first instance to:

Mr Glenn Douglas
Chief Executive
Maidstone and Tunbridge Wells NHS Trust
Maidstone Hospital
Hermitage Lane
Maidstone
Kent ME16 9QQ

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner for a decision. Generally the Information Commission cannot make a decision unless you have exhausted

the complaints procedure provided by the Chief Executive's Office. The Information Commissioner can be contacted at:

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

Yours sincerely

Gail Spinks
Head of Information Governance

FOI Applicant Feedback

Maidstone & Tunbridge Wells NHS Trust constantly reviews the services that we provide in order to ensure that we deliver the highest quality possible to our service users. In order to assist with this process we would ask you please to take a couple of minutes to provide us with some feedback with regard to the FOI service that you have been provided.

FOI Request reference Number	
Did you find it easy to make a request for information?	Yes / No
Did you receive an acknowledgement within a reasonable timeframe?	Yes / No
Are you satisfied that your request was dealt within a timely manner?	Yes / No
Did the response content address the requirement of your request?	Yes / No
What if anything do you feel the Trust could do differently to improve the FOI service for the benefit of our service users?	

Please send this completed form to:

Mtw-tr.foiadmin@nhs.net or

G Spinks
Head of Information Governance
Maidstone & Tunbridge Wells NHS Trust
Maidstone Hospital
Hermitage Lane
Maidstone
Kent ME16 9QQ