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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 Clinical Service Incidents.

Please provide details of all clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2015/16 and 2016/17 to date.

This is the definition of clinical service incidents: 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. 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

For each incident, please provide a summary of the incident and the impact on services. Please include what the problem was and how clinical services were affected, including details of how many patients were affected, what the service was and how long the service was delayed or whether it was cancelled.

There has been one Serious Incident during the period identified that has been registered to the cause of an Estate and Infrastructure failure.

On 3 May 2015, the mains power supply to Maidstone Hospital failed due to a failure on the main national grid which lasted 1 hour and 45 minutes. The

Hospital High Voltage Generator was unable to support the initial demand on start up so the business continuity plan was initiated. The result of which was the low voltage generators being switched on manually in sequence with the first connected within 45 minutes of failure. Uninterrupted Power Supply units also temporarily supported the systems within the site.

The power interruption caused a loss of the IT system for approximately 1 hour, which has some effect on service provision and communication systems.

- o This meant the staff could not input or access patient data for this time period. However there were no adverse clinical events on patients reported
- o To support communications whilst IT systems were down staff such as porters were asked to undertake manual communication. This would have had an impact of some delays to their usual services (such as moving patients)
- o The main effect on patients was minor delays
- o For staff there was a backlog of data requiring manual input once IT systems back up which affected workflow

In summary; there were no adverse clinical incidents during this period and no services were cancelled.

No other clinical service incidents caused by estates and infrastructure failure have been recorded.