

# Maidstone and Tunbridge Wells



NHS Trust

Ref: FOI/CAD/ID 4235

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

04 September 2017

## 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 Serious incidents 2014-2017.

- 1) Please can you give me a list of all of the serious incidents (formerly known as serious and untoward incidents) that have taken place in your trust in each of the last three financial years (2014/15; 2015/16; 2016/17)
- 2) For each incident please include the age of the patient, the recorded summary of the incident and outcome for the patient. (I.e. Death, catastrophic, severe harm, moderate harm, minor harm, no harm).  
If you are unable to give me the precise age of the patient, please can you give me the age range - children aged 18 and under; 19-40 inclusive; 41-64 inclusive; 65-85 inclusive; 86-100 inclusive.

The Trust actively encourages staff to report all incidents however minor including near misses and these are included in the above figures

Please see the following tables:

Type of Incident - 2014-15	Severity	Age range
MRSA	SERIOUS	
Outpatient Appointment Delay	SERIOUS	
Assault by Inpatient to Student Nurse	NOHARM	
Slip, Trip or Fall	SERIOUS	
Other - Assumed Extravascation	MOD	
Cdiff	MINOR	
Norovirus	MINOR	
Delayed Diagnosis	MINOR	
Delayed Diagnosis	MINOR	
Slip, Trip or Fall	CAT	
Slip, Trip or Fall	SERIOUS	
MRSA Bacteraemia	NOHARM	

Allegation of Abuse against HC Professional	NOHARM	86-100
Delayed Diagnosis	MINOR	
<b>Never Event</b> - Wrong insertion of chest drain	SERIOU	
Slip, Trip or Fall	SERIOU	
Sub-optimum care of deteriorating pt	CAT	
Maternity Incident	NOHARM	
Slip, Trip or Fall	SERIOU	
Slip, Trip or Fall	SERIOU	
VTE	MOD	
Slip, Trip or Fall	SERIOU	
Slip, Trip or Fall	SERIOU	
<b>Never Event</b> - Wrong Prosthesis/Implant	SERIOU	
Child Death	CAT	
Slip, Trip or Fall	SERIOU	
Delayed Diagnosis	CAT	
Slip, Trip or Fall	SERIOU	
Slip, Trip or Fall	SERIOU	
Maternity Incident	NOHARM	
Delayed Diagnosis	SERIOU	
Delayed Diagnosis	NOHARM	
Delayed Diagnosis	MINOR	
Cdiff and other healthcare acquired infections	NOHARM	
Slip, Trip or Fall	SERIOU	
Maternity Incident	MINOR	
Delayed Diagnosis	NOHARM	
Delayed Diagnosis	NOHARM	
Delayed Diagnosis	NOHARM	
Adverse Media Coverage	MOD	
Slip, Trip or Fall	SERIOU	
Slip, Trip or Fall	SERIOU	
Drug Error	NOHARM	
Pressure Damage	MOD	
Allegation against HC Professional (assault)	NOHARM	
Slip, Trip or Fall	SERIOU	
VTE	MINOR	
Allegation against HC Professional	MINOR	
Delayed diagnosis	NOHARM	65-85
Slip, Trip or Fall	SERIOU	
Slip, Trip or Fall	SERIOU	41-64
Pressure Damage	SERIOU	
Slip, Trip or Fall	MINOR	
Drug Incident (general)	MOD	
Other (Dignity of deceased patient)	MINOR	
Allegation against HC Professional (assault)	MOD	
Allegations against HC Professiona (assault)	MINOR	86-100

Maternity Service - Unexpected Admission to NNU	SERIOUS	
Delayed Diagnosis	MINOR	
Delayed Diagnosis - oesophageal varices	MOD	
Slip, Trip or Fall	MINOR	
Pressure Damage	MOD	
Delayed Diagnosis - Neck Fracture	NOHARM	
Allegation against HC Professional	NOHARM	
Slip, Trip or Fall	NOHARM	
Allegation against HC Professional	NOHARM	
Unexpected Admission to Neonatal Unit	NOHARM	
MRSA - Cdiff and other healthcare acquired infection	MOD	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	
Allegation against HC Professional	MINOR	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	86-100
Confidential Information Leak	NOHARM	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	
Epidural abscess	MOD	65-85
Allegations against HC Professional (assault)	NOHARM	
Other - Incorrect diagnosis given to patients	NOHARM	
Slip, Trip or Fall	SERIOUS	
VTE	MOD	
Slip, Trip or Fall	SERIOUS	41-64
Delayed diagnosis	SERIOUS	
Delayed diagnosis	MINOR	
Slip, Trip or Fall	SERIOUS	
VTE	MOD	86-100
Delayed Diagnosis	CAT	
Delayed Diagnosis	MOD	
VTE	MOD	
Slip, Trip or Fall	SERIOUS	
Slip, Trip or Fall	SERIOUS	
Delayed Diagnosis	SERIOUS	41-64
Slip, Trip or Fall	MINOR	
Delayed Diagnosis	SERIOUS	65-85
Other - choking incident	SERIOUS	
Unexpected Death of Inpatient	CAT	41-64
Other - Perforation / Consent	SERIOUS	65-85
Sub optimum care of deteriorating patient	SERIOUS	

Surgical Error	MINOR	
Slip, Trip or Fall	SERIOUS	86-100
Slip, Trip or Fall	MOD	
Other - increased incidence of endophthalmitis	NOHARM	
Maternity Service	SERIOUS	19-40
Slip, Trip or Fall	MOD	
Other - 12hr breach	NOHARM	41-64
Delayed Diagnosis	MOD	
Accident whilst at work	MOD	41-64
Delayed Diagnosis	SERIOUS	65-85
Slip, Trip or Fall	MINOR	65-85
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	86-100
Slip, Trip or Fall	MOD	
Slip, Trip or Fall	SERIOUS	86-100
Slip, Trip or Fall	SERIOUS	41-64

<b>Type of Incident - 2015-16</b>	<b>Severity</b>	<b>Age range</b>
Slip, Trip or Fall	SERIOUS	
Unexpected Death	CAT	65-85
Delayed Diagnosis	MOD	41-64
Unexpected Death	CAT	65-85
Slip, Trip or Fall	SERIOUS	65-85
Allegations against HC professional	MOD	65-85
Power Outage	MINOR	
Child Death	CAT	0-18
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	41-64
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	86-100
Diagnostic incident including delay (including failure to act on test results)	MOD	65-85
Slip, Trip or Fall	SERIOUS	65-85
VTE	MOD	41-64
Mat Serv/ Obstetric Inc - Baby only	CAT	0-18
Delay in Treatment	MOD	19-40
MRSA - HCAI/Infection Control	MOD	65-85
Mat Serv/ Obstetric Inc - Mother only	SERIOUS	19-40
Slip, Trip or Fall	SERIOUS	65-85
Maternity Unit Closure	NOHARM	
Slip, Trip or Fall	SERIOUS	86-100
Slip, Trip or Fall	SERIOUS	86-100

Delayed Diagnosis	SERIOUS	0-18
Child (Neonatal) Death	CAT	0-18
Pressure Damage	MOD	65-85
Unexpected Death	MINOR	65-85
Unexpected Death	CAT	65-85
Slip, Trip or Fall	SERIOUS	65-85
Pressure Damage	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	86-100
Slip, Trip or Fall	SERIOUS	65-85
Mat Serv / Obstetric Inc - Baby only	SERIOUS	19-40
Slip, Trip or Fall	SERIOUS	41-64
Slip, Trip or Fall	SERIOUS	86-100
Screening Issues	MOD	41-64
Slip, Trip or Fall	SERIOUS	65-85
VTE	MOD	41-64
Slip, Trip or Fall	SERIOUS	86-100
Pressure Damage	MOD	86-100
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Delayed Diagnosis	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	86-100
Prescription Error	CAT	86-100
Slip, Trip or Fall	SERIOUS	65-85
VTE	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	86-100
Slip, Trip or Fall	SERIOUS	86-100
Sickle cell antenatal screening	SERIOUS	86-100
Slip, Trip or Fall	SERIOUS	41-64
Slip, Trip or Fall	SERIOUS	65-85
Maternity/obstetric incident meeting SI criteria mother only	CAT	86-100
Abuse/alleged abuse of adult patient by staff	NOHARM	65-85
Slip, Trip or Fall	SERIOUS	86-100
Surgical/invasive procedure	MOD	65-85
PE	MOD	65-85
Diagnostic Delay	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Slip, Trip or Fall	SERIOUS	65-85
Surgical/invasive procedure	SERIOUS	65-85
Never Event - Transfusion or transplantation of ABO-incompatible blood components or organs	SERIOUS	0-18
Never Event - Retained laparoscopic retrieval bag	MINOR	41-64
Slip, Trip or Fall	SERIOUS	86-100

Slip, Trip or Fall	SERIOU	65-85
Slip, Trip or Fall	SERIOU	86-100
Slip, Trip or Fall	SERIOU	86-100
Viewing of the wrong body	SERIOU	0-18
Slip, Trip or Fall	SERIOU	65-85
Slip, Trip or Fall	SERIOU	86-100
Medication Incident	MOD	65-85
Slip, Trip or Fall	SERIOU	65-85
Pressure Damage	MOD	65-85
Other - Retained drain	SERIOU	41-64
Abuse/alleged abuse of child by a third Party	NOHARM	0-18
Slip, Trip or Fall	SERIOU	65-85
Allegation of abuse by healthcare professional	MOD	86-100
Slip, Trip or Fall	SERIOU	86-100
Treatment Delay	NOHARM	86-100
Treatment Delay	CAT	65-85
Slip, Trip or Fall	NOHARM	86-100
DVT	MINOR	86-100
Cross Infection	SERIOU	0-18
Slip, Trip or Fall	CAT	65-85
Treatment Delay	NOHARM	19-40
Choking Incident	MINOR	65-85
Pressure Damage	SERIOU	65-85
Treatment Delay	SERIOU	19-40
Medication Incident	MINOR	65-85
Child Death	NOHARM	0-18
Slip, Trip or Fall	MOD	65-85
Medication Incident	CAT	65-85
Other - Allegation of assault	MINOR	19-40
PE	MOD	41-64
Slip, Trip or Fall	SERIOU	86-100
Treatment delay	SERIOU	65-85

Type of Incident - 2016-17	Severity	Age range
Slip, trip or fall	NOHARM	86-100
Missed diagnosis	NOHARM	65-85
PE	MOD	65-85
Mat Serv/ Obstetric Inc - Baby only	CAT	19-40
Allegation of abuse	NOHARM	41-64
Surgical/invasive procedure	NOHARM	41-64
Allegation of assault	MINOR	41-64
Pressure Damage	SERIOU	65-85
Pressure Damage	SERIOU	86-100

Treatment delay	MOD	65-85
Allegation of assault	NOHARM	41-64
Allegation of assault	MOD	65-85
Mat Serv/ Obstetric Inc - Baby only	CAT	0-18
Medication Incident	SERIOU	41-64
Mat Serv/ Obstetric Inc - Baby only	MOD	0-18
Mat Serv/ Obstetric Inc - Baby only	MINOR	0-18
PE	MINOR	65-85
Treatment delay	SERIOU	65-85
Patient Overdose	MINOR	19-40
Screening issue	NOHARM	19-40
PE	MINOR	86-100
Slip, trip or fall	SERIOU	86-100
Slip, trip or fall	SERIOU	65-85
Delayed diagnosis	NOHARM	41-64
Accidental laceration during procedure	MOD	19-40
Allegation of verbal abuse	NOHARM	86-100
Slip, trip or fall	SERIOU	65-85
PE	SERIOU	65-85
Cdiff - cross infection	MINOR	65-85
Pressure Damage	SERIOU	86-100
Surgical/invasive procedure	SERIOU	19-40
Treatment delay	SERIOU	41-64
Slip, trip or fall	SERIOU	65-85
Surgical/invasive procedure	SERIOU	19-40
Slip, trip or fall	SERIOU	86-100
Slip, trip or fall	SERIOU	65-85
Slip, trip or fall	SERIOU	65-85
Slip, trip or fall	SERIOU	65-85
Slip, trip or fall	SERIOU	65-85
Safeguarding Issue	SERIOU	0-18
Other - E-coli infection / meningitis	SERIOU	0-18
Pressure Damage	SERIOU	86-100
Never Event - Wrong Prosthesis	NOHARM	65-85
Slip, trip or fall	SERIOU	65-85
Slip, trip or fall	SERIOU	65-85
Slip, trip or fall	SERIOU	86-100
Pressure Damage	SERIOU	65-85
Slip, trip or fall	SERIOU	65-85
Slip, trip or fall	SERIOU	86-100
Slip, trip or fall	SERIOU	65-85
PE	MINOR	86-100
PE	MINOR	19-40
Slip, trip or fall	SERIOU	65-85
Ophthalmology follow ups	NOHARM	0-18

Sub optimal care of deteriorating patient	SERIOUS	65-85
Consent Issue	SERIOUS	41-64
Pressure Damage	SERIOUS	86-100
Pending review	CAT	65-85
Never Event - Wrong surgical procedure	SERIOUS	19-40
MRSA bacteraemia	MOD	65-85
Medication Incident	CAT	65-85
Surgical/invasive procedure	SERIOUS	65-85
Slip, trip or fall	SERIOUS	86-100
PE	MINOR	65-85
Pressure Damage	SERIOUS	86-100
Slip, trip or fall	SERIOUS	65-85
Delayed diagnosis / diagnostic incident	SERIOUS	41-64
Slip, trip or fall	SERIOUS	65-85
Slip, trip or fall	SERIOUS	86-100
Treatment Delay	MOD	19-40
Slip, trip or fall	SERIOUS	86-100
Slip, trip or fall	SERIOUS	65-85
Slip, trip or fall	SERIOUS	65-85
Sub optimal care	CAT	41-64
Slip, trip or fall	SERIOUS	65-85
Pressure Damage	SERIOUS	86-100
Slip, trip or fall	SERIOUS	65-85
Sub optimal care of deteriorating patient	CAT	65-85
Slip, trip or fall	SERIOUS	65-85
Slip, trip or fall	SERIOUS	86-100
Slip, trip or fall	SERIOUS	65-85
Sub optimal care	CAT	65-85
Abuse/alleged abuse of adult patient by staff	NOHARM	41-64
Slip, trip or fall	SERIOUS	86-100
Slip, trip or fall	SERIOUS	86-100
Slip, trip or fall	SERIOUS	86-100
Abuse/alleged abuse of adult patient by staff	SERIOUS	65-85
Treatment Delay	CAT	41-64
Abuse/alleged abuse of adult patient by third party	MINOR	19-40
Never Event - Misplaced nasogastric tube	SERIOUS	65-85
IG Breach	SERIOUS	0-18
Mat Serv/ Obstetric Inc - Baby only	CAT	19-40
MRSA Bact	SERIOUS	41-64
Slip, trip or fall	SERIOUS	41-64
Abuse/alleged abuse of adult patient by staff	NOHARM	41-64
Abuse/alleged abuse of adult patient by staff	SERIOUS	86-100
Slip, trip or fall	SERIOUS	86-100
Slip, trip or fall	NOHARM	65-85



Mat Serv/ Obstetric Inc - Baby only	NOHARM	19-40
Abuse/alleged abuse of child patient by staff	SERIOU	0-18
Slip, trip or fall	SERIOU	86-100