



**Maidstone and
Tunbridge Wells**
NHS Trust

Ref: FOI/GS/ID 6653

Please reply to:
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Trust Management
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30 April 2021

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 patient handover.

You asked:

- 1. How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?*
- 2. What systems does your trust use to support staff in the handover of critical patient information between shifts?*
- 3. What systems does your trust use to support the process of patient handover and referral between clinical team?*
- 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?*

Trust response:

1. The Trust would not be able to drill down to this level on Datix within the permitted time as we would have to manually check the wording on each Datix report to see if it mentioned problems of communication during handover. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.
2. Nervecentre observations
3. Nervecentre observations. Allscripts for electronic referrals, such as therapies, CNS referrals (order comms), consultant onward referrals (letters)

4. Nervecentre is an electronic system, although some departments may have other processes once the patient has been discharged.