

Freedom of Information Request

Ref: UHB 20-145

11 March 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

'Never events' are patient safety incidents that are considered preventable when national guidance or safety recommendations that provide strong systemic protective barriers are implemented by healthcare providers

https://improvement.nhs.uk/documents/3213/Learning_from_surgical_Never_Events_FINAL.pdf

Examples of 'never events' include foreign objects not being removed following surgery and patients being treated with the incorrect procedure.

Please could you tell me:

1. How many 'never events' have occurred at your trust over the past ten years? (please break this down by year and speciality department, and if possible also include information collected for 2020).

This information is publically available in the Trust's annual quality reports (<http://www.uhbristol.nhs.uk/about-us/key-publications/>). The Trust does not publish any further details other than that in the annual quality report as it is possible for the public to identify individual patients by triangulating with other information in the public arena.

2. Details for each of these 'never events'. What happened? Were there any contributing factors?

Please see above response.

3. How the issue was resolved for each? (i.e was there any compensation involved and if so what was the total amount paid in compensation for these 'never events' by year and over the past 10 years?)

University Hospitals Bristol NHS Foundation Trust does not directly pay compensation. Any compensation payments are paid by NHS Resolution who may be able to provide further information in respect of payments made in relation to never events.

4. Has NHS England (or another body) issued guidance or any other form of support to prevent the occurrence of 'never events' in the future?

Never events are designated as such on the basis of patient safety alerts and guidance published by NHS England/Improvement. The current never events list and associated guidance is publically available in the following link:

<https://improvement.nhs.uk/resources/never-events-policy-and-framework/>

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust