



Freedom of Information Request

Ref: UHB 19-551

25 September 2019

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:

1. Does your Trust use "Exception Reports" that are used by doctors when day-to-day work varies significantly and/or regularly from the agreed work schedule?
Yes.
2. If so, how many exception reports were logged as raising an immediate safety concern in the 2018/19 financial year?
8 reports.
3. For each occurrence please state
 - a. when the incident took place,
 - b. which Trust site did it relate to and
 - c. provide a detailed, verbatim account of how the doctor described the concern

Occurrence 1:

01 Nov 2018 17:15.

Site: Bristol Royal Infirmary.

Unable to attend teaching due to staffing levels on ward/procedures and jobs requiring attention. Consultant in charge informed.

Occurrence 2:

04 Jul 2018 12:29.

Site: St. Michael's Hospital.

Inadequate staffing in unit therefore also trying to do ward round for all gynaecology. Discussed with on call consultant.

Occurrence 3:

20 Jun 2018 19:04.

Site: Bristol Haematology and Oncology Centre.

+ 2 hours late finish. Occurrence unavoidable.

Occurrence 4:

24 Jun 2018 09:16.

Site: Bristol Eye Hospital.

Doctor called several times through to 12:30 midnight and then went back in from 1am to 2:30am, and back in to full day eye casualty the next day. Doctor had a total of less than 4 hours sleep between sessions.

Occurrence 5:

26 Jul 2018 18:54.

Site: Bristol Royal Infirmary.

Vacant on-call slot on 25/7/18 was unfilled despite best efforts as no-one volunteered. Due to vacancies and staff sickness the individual will be working approximately 70 resident and 40 non-resident hours this week.

Occurrence 6:

26 Nov 2018 16:33.

Site: Bristol Royal Infirmary.

Instead of the scheduled time to work 9.00 to 17.00, in every shift individuals have to arrive at 7.30 to consent the patients and it runs after 17.00. That means that for every theatre week individuals work at least 8 hours unpaid.

Matter discussed with manager and Supervisor as individuals continuously and routinely work over their scheduled hours to a disproportionate length for which they are not being paid.

Occurrence 7:

27 Apr 2018 13:48.

Site: Bristol Royal Infirmary.

Available clinical support inadequate to ensure patient safety.

Specialist registrar not available due to unforeseen circumstances. The registrar on call rota that the individual had access to was incorrect, so the patients did not actually get seen on time.

The matter was discussed with ward seniors.

Occurrence 8:

27 Apr 2018 14:25.

Site: Bristol Children's Hospital.

Lack of induction covering paediatric ENT resulted in doing several 'hot clinics' and shifts, ward jobs and admitting paediatric patients with ENT problems from ED without receiving any teaching or supervision treating this patient. Help was provided as much as possible but the individual felt that patients were put at risk.

Concerns were discussed with the SpR on paediatric ENT and it was made clear in my feedback on this rotation that there should be a separate induction for paediatric ENT, for individuals who have not previously worked in a paed's job.

Please note that this is the level of detail that the Trust is able to provide to ensure confidentiality is maintained.

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:

Trust Secretary
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