

Title

Patient Safety Incidents

Reference Number: RDF2022-23

Date of Response: 14/11/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

We have recently become aware of incidents around the country where letters and different kinds of written communications failed to be sent from trusts to GPs in the area.

Our FOI was sent to your trust to find out if a similar incident happened in your area in the past 10 years. By 'communication' we mean any patients letters, clinical documents, and anything similar which was meant to be sent to GPs and failed to be delivered.

Questions:

1) The number of patient safety incidents (as described by Patient Safety Incident Response Framework) and serious incidents (as described by the Serious Incident Framework) identified by your trust which have affected communications (including discharge summaries, clinic letters and anything similar) from your trust to GPs in your area in the past 10 years.

The Trust does not hold the information requested. The Trust has not reported incident of this nature under the SI Framework criteria in the time span requested.

2) How many communications (approximately) have been affected by each of these incidents. This question is not applicable, please see answer to question1.