

Freedom of Information Team
Post Room
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Name:
Email:
Date: 23/04/2021
Ref: 21-22 017

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 12/04/2021.

1. How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?

The Trust does not currently collate handover communication concerns on our clinical system Datix. A generic search was undertaken on the Trust's Datix system where 'communication' was entered on the common classification codes (CCS2).

From this search 2,031 records have been returned. Unfortunately, it is impossible to determine which of these are contributable to handover concerns without a manual review of all returned records.

It is estimated that to attempt to retrieve all the information you require would take a considerable amount of retrieval time, which would exceed 18 hours. This would exceed the appropriate limit for dealing with a Freedom of Information Request, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

2. What systems does your trust use to support staff in the handover of critical patient information between shifts?

Handover at the Trust is completed at every shift with the nurses in charge. With each patient we use both our clinical information system and paper handover sheets. There are also bedside handovers with nurses at each shift. Medical handovers and safety briefings are completed each morning and night to highlight any concerns regarding patients care, transfers and learning events.

3. What systems does your trust use to support the process of patient handover and referral between clinical team?

The Trust does have an electronic transfer summary, this is called the Clinical Information System (CIS) which is used by both doctors and nurses. The transfer summary is then printed, and a copy is placed into the patients notes. A verbal handover is undertaken from both medical doctors and nursing staff to the transferring ward.

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?

The handover sheets which contain patient information are taken from the Trust's Intensive Care National Audit and Research Centre (ICNARC) and we utilise paper versions on each shift. Our handover sheets can be personalised to meet the patient's needs, staff can include any information they deem relevant. All handover information can be located on the Clinical information System (CIS).

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team