



Freedom of Information Team
De La Court House
Queen Alexandra Hospital
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Date: 20/04/2022

Ref: 21-22 615

Freedom of Information request

Firstly, please accept our sincere apologies for the delay in providing you with a response.

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 02/03/2022. Please see responses to your requests below.

Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2020/21. For each incident, please provide a summary of the incident and the impact on services. Please provide details of the problem and in what way clinical services were affected, including the number of patients affected, the service and how long the service was delayed/if it was cancelled.

There have been two events of this nature.

1. Failure of electrical isolation mains switch to work correctly, in paediatric X-ray room. This resulted in loss of imaging time.
2. Water leak around equipment in mammogram room resulting in machine needing to be turned off at the mains.

We are unable to provide the further information you have requested as this isn't held on our electronic system. To extract this information, we would have to search through a significant number of 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.

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