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Request for Information Reference: 04.21.15

Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

11 May 2021

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 12 April 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to patient safety and I am providing the following information in response to your specific questions:

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

Between 01/01/2018 to 31/12/2020 the Trust had 319,643 inpatient stays. During this period there were 112 patient safety incidents reported which were attributed to problems of communication during a handover. This translates to 0.03% of inpatient stays that had a patient safety incident reported which was attributed to problems of communication during a handover.

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

Nervecentre.

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

Nervecentre.

**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?**

This is a digital system.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**