

Worcestershire Health and Care NHS Trust
Isaac Maddox House
Shrub Hill Road
Worcester
WR4 9RW

Our ref: HACW-1641

31 October 2018

Anne Chaplin

Email: WHCNHS.FOIrequest@nhs.net

Tel: 01905 681425

www.hacw.nhs.uk

Dear Anne,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000, which was received on 10 October 2018. You requested the following information:

FOI request:

1. Please can you share your serious incident reporting criteria and process.
2. Are all patients that are admitted to a caseload who die unexpectedly reported as a serious incident for the organisation?
3. If not – what criteria do you use?

Trust response:

- 1-2. Please refer to Serious Incident policy and Mortality Review Policy which set out the Trust's processes.
3. This is explained in the Trust's policies as attached.

Please be aware that although this information is accurate at the time it is provided, it may not be in the future and should not be relied upon.

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 within our Publication Scheme. Therefore, a version of our response, which will protect your identity, will be posted on the Worcestershire Health and Care Trust website.

Most of the information provided by Worcestershire Health and Care NHS Trust in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In the majority of cases the information will be owned by Worcestershire Health and Care NHS Trust. The copyright for other information may be owned by another person or organisation, as indicated in the information itself: in this case you must apply to the copyright owner to obtain their permission.

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I trust this matter has been dealt with to your satisfaction but if there is anything on which you need further clarification, please do not hesitate to contact us at the email address above. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Head of Information Governance, Worcestershire Health and Care Trust, Isaac Maddox House, Worcester WR4 9RW.

If you are still unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the Trust's internal review process has been completed. Further details of the role and powers of Information Commissioner can be found on the Commissioner's website, www.informationcommissioner.gov.uk.

The Information Commissioner's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

FOI Team

FOI Team
Worcestershire Health and Care NHS Trust

We would be grateful if you take a minute to fill out our Freedom of Information Satisfaction Questionnaire and let us know about your experience. This can be accessed by following the link: <http://www.hacw.nhs.uk/freedom-of-information/foi-satisfaction-questionnaire/>