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08 December 2020

Mr. Kent

**By email**

[Request-648583-6904d819@whatdotheyknow.com](mailto:Request-648583-6904d819@whatdotheyknow.com)

[Request-709880-3e382996@whatdotheyknow.com](mailto:Request-709880-3e382996@whatdotheyknow.com)

Dear Mr Kent

**Request under the Freedom of Information Act 2000 (the “FOI Act”)**

We refer to your emails of 27 October and 30 November 2020 and in which you requested information under the FOI Act from NHS Improvement. Please accept our apologies for the delay in responding to your request.

Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

**Your request**

On 27 October 2020, you sent the following email:

*“I am writing to you regarding your response, sorry for the delay but I have been waiting for information from NHS England about the questions I raised with you. You advised to contact NHS England, NHS England have advised that :*

*"The Seven Day Services programme was run by NHS Improvement. As such, this information may be held by NHS Improvement."*

*Given the advice by NHS England and that the self-assessment results were published in October 2019: <https://www.england.nhs.uk/publication/7-day-hospital-services-self-assessment-results>*

*1. As an amendment to this request (in case of wording issues) or new request, can you please provide all of the self-assessments regarding Seven Day Services made by the Royal Derby Hospital (University Hospitals of Derby and Burton) and Chesterfield Royal Hospital NHS Foundation Trust regarding the The Seven Day Services programme that was run by NHS Improvement."*

On 30 November 2020, you sent the following email:

*"With regards to the Seven Day Services Programme that you conducted, the results of which were published in 2019 please see:*

*<https://www.england.nhs.uk/publication/7-day-hospital-services-self-assessment-results/>*

*I request the following information:*

- 1. I request data held/collected on "Chesterfield Royal Hospital NHS Foundation Trust (CRHFT)" Seven Day Services.*

*Preferably I would only like to see the Self-Assessments that were submitted otherwise all data that was collated.*

- 2. I request data held/collected on "Hospitals of Derby and Burton NHS Foundation Trust" Seven Day Services.*

*Preferably I would only like to see the Self-Assessments that were submitted by the Royal Derby Hospital, otherwise all data that was collated.*

*Nb. If the above request would exceed the regulated allotted time, then this request could be narrowed to only the "Vascular Services" aspect of the Seven Day Services programmes, failing that then I request that you aid in helping to narrow this request further, if needed.*

*Earlier this year I made a similar request please see:*

*[https://www.whatdotheyknow.com/request/hospital\\_self\\_assessments\\_3](https://www.whatdotheyknow.com/request/hospital_self_assessments_3)*

*I then followed your advice/suggestion and contacted NHS England who advised that I should contact you, explaining that you ran the programme. I did contact you on the above thread but you did not respond hence this new request as given no response I had no way of knowing if you received the amended request etc"*

## **Decision**

Again, we apologise for the way your request has been handled. We can now confirm that NHS Improvement holds the information that you have requested and that it has, in fact already been published. You can find it by following two links:

- <https://www.england.nhs.uk/publication/7-day-hospital-services-self-assessment-results>
- <https://www.england.nhs.uk/publication/survey-results-for-individual-trust-performance-for-7-day-hospital-services/>

The first link provides data from 2017 and 2018 by trust and was assessed using a combination of self-assessment and case note reviews, inputted into a survey tool. The data is heavily dependent upon the quality of the case notes. For example, if a patient was seen in time and by a suitable consultant but the time of the review or the seniority of the reviewer

isn't clearly documented in the case notes, the survey results may suggest that the standards were not met even if in practice they were.

The second link provides data for 2019. In this year the trusts were asked to provide board assurance that the trust met the clinical standards for 7 day services. The trusts did not have to use the survey tool and instead used a combination of case note reviews and local knowledge and judgement about available services. A link to the guidance used for the self-assessment was provided.

Every trust that admitted patients as a medical emergency at the time of the survey is included in the assessments, including those you have requested.

### **Review rights**

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Skipton House, 80 London Road, London SE1 6LH or by email to [nhsi.foi@nhs.net](mailto:nhsi.foi@nhs.net).

### **Publication**

We reserve the right to publish this letter on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from any version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

**NHS Improvement**