

20 March 2018

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██████████  
**By email**  
████████████████████

Dear ██████████,

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

We refer to your email of 26 February 2018 in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, the Patient Safety functions under section 13R of the NHS Act 2006 have been exercised by the NHS Trust Development Authority, as part of the integrated organisation known as NHS Improvement.

**Your request**

Your email, set out in full in the Annex to this letter, contained the following issues and questions:

*“I have been unable to obtain the information I am seeking from the Sandwell and West Birmingham Hospitals NHS Trust.*

*Specifically I am trying to ascertain whether the hospital provided any timeline of events when submitting the STEIS report.*

*I understand that one of the requirements in submitting the STEIS is to include a timeline of events surrounding the serious incident.*

*I am interested in identifying whether any additional light can be thrown on what occurred in the 19 hours or so prior to septicaemia being confirmed on the Critical Care Unit.”*

**Decision**

NHS Improvement does not hold the information that you have requested.

The Strategic Executive Information System (StEIS) facilitates the reporting and notification of Serious Incidents to relevant bodies. It also enables the monitoring of investigation progress between NHS providers and the relevant commissioners for that organisation or service. StEIS does not hold copies of full Serious Incident investigation reports, which is where a detailed timeline of events is typically found.

Full investigation reports are sent directly from the NHS provider (who is responsible for leading the investigation into the incident that occurred) to the commissioner(s) of that organisation (or specific service). Providers are asked (by their commissioners) to update StEIS with key information about the incident investigation but this does not need to include all of the details captured within the full investigation report. Commissioners are responsible for reviewing the investigation report and closing the incident on StEIS once the investigation is deemed complete.

The [Serious Incident Framework](#) published in March 2015 provides further information about the Serious Incident investigation process and what is expected, including how families can be involved.

We would suggest that you contact the provider organisation ([Sandwell and West Birmingham Hospital NHS Trust](#)) with the concerns that you have. Sandwell and West Birmingham Hospital NHS Trust's commissioning organisation for the care in question may also be able to help you to access the information 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 can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, 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, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to [nhsi.foi@nhs.net](mailto:nhsi.foi@nhs.net).

### **Publication**

Please note that this letter [and the attached information] will shortly be published 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 the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

### **NHS Improvement**