



Ref: 0642

Request:

Received: 20/01/2010

Dear Sir/Madam

Can you please supply me with all notifications made to the London Ambulance Service's Adverse Incident Reporting System in 2009 or the date that is last available.

Many thanks

Response:

Responded: 20/01/2010

Dear

Thank you for your request for information, placed under the Freedom of Information Act (2000)(FOIA).

Please can you clarify if you are referring to Serious Untoward Incidents, which are reported to NHS London as the Strategic Health Authority, or the number of incident reports made by our staff and/or external agencies.

Can you also clarify if you are seeking data about the number of reports or specific details of each instance? I should alert you that if the latter, the sheer volume of incident reports determine that we would only be able to provide data by subject categorisation. If the former, confidentiality requirements and in some cases, reporting restrictions imposed, may restrict the information we are able to provide, although this will be explained in relation to the appropriate FOIA exemptions in our formal response.

It may help you to clarify the information you are seeking by accessing the information at the following link:

http://www.londonambulance.nhs.uk/health_professionals/reporting_incidents_to_us.aspx

I look forward to hearing from you.

Yours sincerely
Gary Bassett
Head of Patient Experiences
London Ambulance Service NHS Trust



Furthur request

Received: 21/01/2010

Dear Mr Bassett

Thanks for your prompt email.

I'd like the specific details of the Serious Untoward Incidents for 2009. I understand that there may be exemptions to what you can send on.

Kind regards

Furthur response

Responded: 25/01/2010

Dear

Thank you for clarifying your request.

I can confirm that the Trust did not declare any SUIs in 2009.

We have however declared two incidents in this way so far this year. I regret that I am unable to offer any details at this time as the investigations have only just commenced and we have as yet to make contact with the patients/families and other agencies involved, in keeping with our commitment to openness and transparency. We do however intend to publish details (in anonymised format) and with the proviso that we can attain agreement from all the involved parties, when the investigations are completed, as part of our new 'learning' pages - see

http://www.londonambulance.nhs.uk/about_us/what_we_do/making_your_experiences_count/using_feedback.aspx

http://www.londonambulance.nhs.uk/about_us/what_we_do/making_your_experiences_count/examples_of_learning.aspx

I have not applied an exemption to this element of your request as technically, we have responded to your specific query (as to SUIs declared in 2009) but should be happy to do if required.

Yours sincerely

Gary Bassett
Head of Patient Experiences
London Ambulance Service NHS Trust