

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 12.22.63

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

4th January 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 30th December 2022 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 exception reports and I am providing the following information in response to your specific questions:

- 1. Does your Trust use “Exception Reports” that are used by doctors when day-to-day work varies significantly and/or regularly from the agreed work schedule?**

Yes

- 2. If so, how many exception reports were logged as raising an immediate safety concern in the a) 2020/21 and b) 2021/22 financial years?**

2020/21 - 2
2021/22 - 8

- 3. With respect only to the financial year 2021/22, please state for each occurrence**
 - a. when the incident took place**
 - b. which Trust site it related to**
 - c. provide a detailed, verbatim account of how the doctor described the concern**

Incident Date	Trust Site	Concern
28/03/2022 and 29/03/2022 (entered on the same report by the same doctor)	University Hospital North Durham	<p>2 issues on the same exception report by the same doctor. Recorded as 2 ICSs in total above:</p> <p>On 28/03/2022 we were extremely short staffed on the ward with only me and another F1 doctor thus only 2 F1 doctors were covering all the patients on the main surgical ward and the 2 short stay wards(15,17). Normally there is a minimum of 1 F2 and 3 F1s covering the wards. This created a very high workload that could have led to things being missed/mistakes & burnout happening. The environment was very unsafe to work in and very unsafe for patients too. Due to the low staffing, there was also no on-call (BOH) F1 allocated for the 4pm to 8pm shift. I had to update the consultant on call and make him aware of the absence of a BOH F1 at 3:30pm This would have led to 1 F1 covering the SAU and all the 3 wards. Thus I was asked by the hospital patient flow manager to stay for 4 hours to help out. I helped by taking the shift even though I was scheduled for 3 BOH shifts on Tuesday, Wednesday and Thursday with a normal day on Friday.</p> <p>On 29/3/2022 we were still short staffed with only 3 F1s on the ward again leading to unsafely concern for the patients and doctor.</p>
26/12/2021	Darlington Memorial Hospital	<p>There are usually two back of house F1s on medicine. The other 8-16:30 F1 was on sick leave over the past several days, the hospital did not manage to find a replacement for him therefore I was the only F1 and the workload has doubled despite 11 - 9 being one of the busiest shifts in the rota even under normal circumstances. As a consequence, I was unable to take a break, did not have any lunch and was under extreme stress throughout the shift. The average response time to tasks took longer and I had to actively seek help from others so urgent tasks can be actioned on in a timely manner. I would like to use this opportunity to raise this safety concern as as the 26/12 shift was potentially dangerous to the patient, and both physically and psychologically harmful to me as the doctor Also, after discussing with several SHOs regarding my pattern (11-9 back of house on-call from 25/12 to 28/12 then normal working day from 29/12 to 31/12) they were surprised</p>

		as this pattern was not seen in the past, the back of house F1 would normally work for 2 shifts then another F1 will do the other two. After reviewing the rota for the next 4 months, this theory is confirmed as I was the only person who had four 11-9 shifts continuously. This may potentially highlight a serious issue in the way the rota was created and it would be important to determine the root cause for the seemingly unfair rota that I have received. Attempted to contact the Medicine coordinator manager by phone on 27/12 but did not manage to get through. On-call consultant notified immediately SHO and surgical F1 on call aware AI team aware'
23/11/2021	Darlington Memorial Hospital	On arrival to the ward, noted there was no other Foundation Doctors covering the ward except me, as the other two doctors (FY1 and FY2) unfortunately called in sick. I was ended up being made covering the General Surgery on-call.
14/09/2021	University Hospital North Durham	Below minimum staffing levels. We have two F1s covering a ward with 30 patients. I'm also on call, so carrying the crash bleep.
20/07/2021	Darlington Memorial Hospital	2 issues in same exception report breaks and hours, recorded as 2 ISCs in total above: Two Foundation doctors on the ward including me. I'm supernumerary. Unable to meet service demands due to unsafe staffing. Unlikely to get a lunch break either. Overtime due to workload. 2 doctors on ward.
19/07/2021	Darlington Memorial Hospital	One F1 and one supernumerary F2 on ward. Minimum staffing is 3+ sn F2. Unsafe staffing. 12 new patients.

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.

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.

Yours sincerely

Corporate Records and Freedom of Information Facilitator