

***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 13 April 2021.

I am pleased to confirm the following.

- 1. How many patient-safety incidents reported in your trust during the last 3 years were attributed to problems of communication during handover?**

60

- 2. What systems does your trust use to support staff in the handover of critical patient information between shifts?**

We use eCARE, the Electronic Patient Record, to complete referrals to Speciality teams across the hospital.

- 3. What systems does your trust use to support the process of patient handover and referral between clinical team?**

Staff use a combination of eCARE and paper to handover on a shift-to-shift basis and complete referrals. Lists and patient information being held in eCARE with some staff holding their own paper patient lists for actions required during that shift. eCARE includes access to the Health Information Exchange (HIE) which gives staff access to information from local GP records for a more complete record.

- 4. How many of these systems are fully manual (paper, email, whiteboards, etc); how many rely on manual entry to word-processing or spreadsheet documents; how many are fully integrated to the trust's Electronic Patient Record system?**

As above

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing

Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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