

19 February 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Friday 14 February 2025. I am pleased to confirm the following.

How many times your trust has declared a critical incident in 2024 (from 1st January - 27th December 2024).

One declaration of Critical incident

For how long in days did each critical incident last?

25/01/24 @09.15 hrs- 26/01/25 @ 12.45 hrs - One Day

What are the top three causes for each declaring Critical incident? If the causes are different, please list for each incident.

Significant capacity pressures/volumes of patients in ED and discharges not meeting demand/ high level of escalation capacity open

What are the three key actions your trust took to manage the critical incident? if actions are different, list for each incident.

Incident Response plan activated
Command and control structures in place
Incident management meetings/System-wide escalation calls

What strategies and actions does your trust have in place to prevent critical incidents in the future?

Wide variety of policies/ procedures and Emergency Preparedness Resilience Response plans/ Trust escalation and capacity plans, including Operational Escalation Level Framework (OPEL) /Business Continuity Management Plans /Debriefing after any incident/ Learning from incidents locally and nationally.

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(1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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