

Request title: Complaints and Concerns made by staff and Delayed Transfers of Care (DTOC)

Date of Response: 7th December 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request and reply

1) Name of:

a) your trust

Royal Devon and Exeter NHS Foundation Trust

b) the hospitals in your trust

Royal Devon and Exeter Hospital (Wonford) and Royal Devon and Exeter Hospital (Heavitree)

2) Between April and October 2015, how many complaints/concerns were raised by Trust staff members regarding:

a) staffing levels/staffing shortages

The Trust does not record complaints/concerns by staff members. The Trust has an electronic Incident Reporting system for staff to record Incidents, and has therefore provided you with the table below which details the total number of 'Incidents' that were reported by all staff members for all types of staff levels / shortages.

Please note that the table below shows the total number of Incidents recorded for all staff groups. The figures also show a reduction of almost 16% on the total recorded for the same period during 2014.

	Inadequate staffing levels	Medical Staff shortage	No bank staff available	Out of Hours Staff Shortage	Skill Mix	Staff sick leave/annual leave	Staff transferred to another ward	Work Load	Other Incident	Total
Apr 2015	5	0	0	2	1	2	1	0	1	12
May 2015	8	1	0	0	1	0	1	11	1	23
Jun 2015	8	2	0	1	0	1	1	6	0	19
Jul 2015	4	2	0	0	3	1	1	0	0	11
Aug 2015	7	2	1	1	0	2	2	15	0	30
Sep 2015	27	1	1	1	2	3	0	8	1	44
Oct 2015	8	1	1	1	0	1	0	16	0	28
Total	67	9	3	6	7	10	6	56	3	167

b) shifts being filled by under-qualified staff/staff "acting up"/agency staff/locums

The Trust can confirm that this is not a category that is recorded on its Incident Reporting system. Therefore the Trust is unable to provide an answer to this question.

c) staff overwork/unpaid overtime

The Trust can confirm that this is not a category that is recorded on its Incident Reporting system. Therefore the Trust is unable to provide an answer to this question.

d) staff not being able to take breaks

The Trust can confirm that this is not a category that is recorded on its Incident Reporting system. Therefore the Trust is unable to provide an answer to this question.

3) What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of care (DTOC) from September 2014 to September 2015?

342 Days.

4) What was the age of the patient (from question 3) and the reason for delay?

70 years of age and the delay was due to finding a suitable Nursing Home that was equipped to manage the complexity of the patient's needs.

5) What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of care (DTOC) from September 2013 to September 2015?

Please see the answer given above for question 3.

6) What was the age of the patient (from question 5) and the reason for delay?

Please see the answer given above for question 4.