



**Wrightington, Wigan and  
Leigh Teaching Hospitals**  
NHS Foundation Trust

**Information Governance Department**

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Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/10439

Date Received: 20<sup>th</sup> January 2025

Response Due: 17<sup>th</sup> February 2025

Date: 17<sup>th</sup> February 2025

Dear Sir/Madam

With reference to your request for information received on 20<sup>th</sup> January 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**Can I please make a Freedom of Information request for details underpinning returns to the provisional national estates returns information collection database for 23/24 for clinical service incidents caused by estates and infrastructure failure related to Critical Infrastructure Risk.**

**This is defined as the "number of incidents at the site specifically related to critical infrastructure risk backlog maintenance caused by estates and infrastructure failure which resulted in clinical services being delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure".**

**Please provide details of each of the 18 incidents recorded by the trust in the 23/24 returns including:**

- a. description of the estates issue**
- b. description of disruption caused**
- c. site and service affected**
- d. length of downtime**

**Please note I am not looking for the number of incidents recorded, but details behind them.**

- 1a) Broken tap led to side bay flooding.
- 1b) Bay taken out of use for 2 hours whilst clean up completed.
- 1c) Shevington Ward
- 1d) 2 Hours

2a) Coil Fan broken in air conditioning unit – theatre temperature too high.  
2b) Remaining clinic list moved to alternative theatre, theatre in question out of commission  
2c) Wrightington Theatre 2  
2d) approximately 1 week.

3a) Sewage ingress into shower as a result of blockage.  
3b) Staff and Parents room closed.  
3c) RAEI, Neonatal Ward  
3d) 1 day

4a) Both boilers down, no hot water available for site.  
4b) Closure of all wards and theatres.  
4c) Wrightington, site wide  
4d) approximately 2 days

5a) Boiler down at Wrightington hospital  
5b) Some theatres unable to be used, 20 cases cancelled.  
5c) Wrightington theatres 2,4,5,6,8,9 & 10  
5d) approximately 2 days

6a) Planned electrical works – ward not aware  
6b) All non-essential electrical circuits out of use  
6c) RAEI MAU  
6d) 2 hours

7a) Theatre 7 converted to EAU area, heating down  
7b) Patients reporting cold temperatures  
7c) Wrightington, Theatre 7  
7d) 1 day

8a) Area reporting cold, thermostat amended in plant room  
8b) Patient discharge delayed as temp of 36 degrees not achieved.  
8c) Wrightington, Recovery  
8d) Several Hours

9a) Windows unable to close  
9b) Clinic room too cold to use, disruption to service while new room sought.  
9c) Leigh Infirmary, OPD  
9d) 1 Day

10a) CT pump tripped.  
10b) Delivery suites below temperature  
10c) RAEI, Delivery Suite  
10d) 8 hours

11a) Heating broken, manual amendments required until part arrives  
11b) Excessive heat leading to patient and staff feeling unwell.  
11c) Leigh Infirmary, Audiology  
11d) 2 hours

12a) Heating broken, manual amendments required until part arrives  
12b) Area too cold  
12c) Leigh Infirmary, Audiology  
12d) 5 hours

13a) Emergency buzzer failure (x5 buzzers failed upon further inspection)  
13b) Emergency buzzer failed during a patient seizure; help attended following vocal call for help.  
13c) RAEI, Medical Ward  
13d) 1 hour

14a) Air conditioning system failure  
14b) Theatre temperature too low.  
14c) RAEI, Maternity Theatre  
14d) several hours

15a) Heating failure  
15b) Excessive heat on ward causing patient feel unwell  
15c) RAEI, Astley Ward  
15d) Several Hours

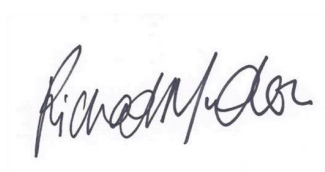
16a) Heating failure  
16b) No heating, department excessively cold.  
16c) RAEI, COPD Unit  
16d) 2 days

17a) Broken pharmacy fridge  
17b) Clinical room temperature above recommended 26 degrees  
17c) RAEI, COPD Unit  
17d) several hours

18a) Heating failure  
18b) Ward excessively hot affecting patients.  
18c) RAEI, Langtree ward  
18d) Several Hours.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Richard Mundon', is enclosed within a thin black rectangular border.

Richard Mundon  
Deputy Chief Executive

#### PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111