



Information Governance

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Date Received: 2nd April 2019

Response Due: 7th May 2019

26th April 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

Training and staff awareness

Q1. What training is provided/sourced by the Trust to raise awareness among staff (in particular ward based staff) about the needs of inpatients with Parkinson's, particularly around timing of medication for these patients?

The Parkinson Specialist Nurse provides ward base training to staff during ward based sessions.

Q2. How many a) staff overall and b) ward based staff have undertaken such training during 2017/2018 and 2018/2019 to date?

24 staff overall have attended a training day on 5th March 2019 which was facilitated by the Parkinson's Specialist Nurse, this will be repeated periodically over the next 12 months.

We do not hold any data prior to this.

Alert system

Q1. Does the Trust have any kind of electronic (or other) alert system in place to flag to the Parkinson's service when a person with the condition is admitted to hospital in a) a planned way and b) as an emergency?

There is no alert on the A&E Trust system. If a patient was attending for a planned procedure any predisposing disease would be identified at the pre-operative clinic.

Q2. If the Trust does not have an alert system, how are the Parkinson's specialist service notified and subsequently involved in the care of a person admitted with Parkinson's (whether or not Parkinson's is the reason for admission.)

There is a daily referral to the Parkinson Specialist Nurse who will undertake a review of the patient, the dedicated consultant will also be made aware of the patient and will provide support and guidance if required.

Self-administration of medication policies

Q1. Does the Trust have a self-administration of medication policy? If a policy does not currently exist, are there any current plans to implement one?

Yes the Trust has a self- administration Policy.

Q2. If a self-administration policy is not implemented, why is this the case?

N/A

Q3. If a self-administration policy is in place what systems and protocols are in place to a) ensure full and effective implementation and b) monitor its implementation?

This policy is activated each time a patient is admitted to the hospital and is then applied if deemed appropriate and safe to do so, this is monitored daily by Registered Nursing staff and Pharmacists.

Carers

Q1. Does the Trust have a policy that allows carers to visit the person with Parkinson's they care for outside of visiting hours?

All wards have flexible visiting hours to allow relatives and carers the ability to visit outside core hours if requested or required to support the patient's wellbeing.

Q2. What training do ward staff receive to ensure they fully understand how a carer can support an inpatient with things such as mobilising and their medication regime etc.?

The Parkinson Specialist Nurse provides guidance and support to ward staff, to enable them to interact with relatives and carers who wish to be involved in the patients care delivery.

Q3. What systems and protocols are in place for ward staff to work with carers supporting the person with Parkinson's in hospital to ensure flexibility when the need arises?

The Trust has a Carers Policy which is available to all staff.

Practical resources

Q1. Is the Trust aware of the practical resources available from Parkinson's UK to support Parkinson's patients getting their medication on time (e.g. laminate bedside clocks, washbags) and how to access these resources?

The designated Medical and Specialist Services Wards are aware of this resource.

Q2. Does the Trust make use of these practical resources?

All orthopaedic surgery on our Wrightington site is elective and pre-operative planning occurs for the individual patients with Parkinson's. We have not used this resource but alarms are set on devices (patients, relatives or staff) to alert medication times.

Resources are available and used at RAEI (Wigan site) which includes the Specialist Services and Medical Wards.

Patient safety incidents

Q1. Are incidents of a) missed Parkinson's medication doses and b) delays to the administration of doses of Parkinson's medication reported as patient safety incidents through local reporting arrangements? Yes

Q2. a) How many Parkinson's patient safety incidents relating to medication were recorded in your Trust in the last reporting period?

For the period Jan 2018 – Dec 2018 there were 14 medication incidents reported involving Parkinson's disease medication

Q3. How many complaints has the Trust received about missed or delayed administration of Parkinson's medication in a) 2017/2018 and b) 2018/2019 to date?

There is not a specific category on the Trust's Datix system to extract this information. To provide such information would require intellectual analysis of the system which is not required in order to satisfy an FOI request. Due to the high number of incidents it would exceed the 18 hours permitted under the FOI Act to go through and review the incidents to see which would answer this request.

Refusal Notice for Question 3 - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Regulation 4(3) of the Fees Regulations states that a public authority can only take into account the costs it reasonably expects to incur in carrying out the following permitted activities in complying with the request:

- determining whether the information is held;
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

All public authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour.

This means that the appropriate limit will be exceeded if it would require more than 18 hours work for all public authorities.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

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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, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF