

29 September 2017

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London SE1 8UG

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E: [nhsi.enquiries@nhs.net](mailto:nhsi.enquiries@nhs.net)  
W: [improvement.nhs.uk](http://improvement.nhs.uk)

By email

Dear [REDACTED]

### Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **4 September 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, the Patient Safety functions under section 13R of the NHS Act 2006 have been exercised by the NHS trust Development Authority, as part of the integrated organisation known as NHS Improvement.

### Your request

You made the following request:

*“I have a request for information as a DPA request if necessary, of an NRLS entry submitted for a deceased individual.*

*Please can you establish if such an entry was made?*

*If so, please can I have a copy of **all the NRLS data recorded** for that entry?  
The record is for individual **Nicholas T Rock** died 9th November 2008*

*The individual entry (entries) should/may have been recorded by **Birmingham and Solihull Mental Health Trust** (BSMHT in 2008; now known as BSMHFT) **and/or** Solihull PCT or its contracted GPs **Bernays and Whitehouse** (Shirley, Solihull), now under Solihull CCG.*

*(HM Coroner was for Dyfed and Powys)”*

### Decision

The NRLS does not hold incident information recorded by patient name.

When a patient is seriously harmed or dies as a result of a patient safety incident, the health service providers involved are required to report this information as set out in the Serious Incident Reporting Framework (<https://improvement.nhs.uk/resources/serious-incident-framework/>) The primary tool we use to learn from patient safety incidents is the National Reporting and Learning System (NRLS) as you have referenced.

The national patient safety team analyse incidents from the NRLS on a collective basis to look for themes and trends that may identify NHS-wide patient safety issues. Any information processed in the NRLS is anonymised, and so the incident reported on NRLS by the trust will not have your son's name on it, and the capability and responsibility to investigate or review the handling of individual cases resides with individual trusts. However, the patients name may be held by the local incident reporting system in the trust and we would suggest you direct your query to the trust/commissioner in question.

For more information about how we learn from incidents nationally please see: <https://improvement.nhs.uk/resources/learning-from-patient-safety-incidents/>

### **Review rights**

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to [nhsi.foi@nhs.net](mailto:nhsi.foi@nhs.net).

### **Publication**

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

## **NHS Improvement**