

8 September 2017

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By email

Dear [REDACTED]

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

I refer to your email of 30 July 2017 in which you requested information under the FOI Act from NHS Improvement and your subsequent email of 14 August. Since 1 April 2016, Monitor and the NHS Trust Development Authority (TDA) are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

You made the following request on 30 July:

“ 1. Please can you provide a list of all alerts & advice that NHS Improvement has issued for 2015-2017 relating specifically to Mental Health Services?

2. Please can you provide a list of all alerts and advice that you have issued relating to:

A. Information handling & exchange including electronic or paper records ;

B. The use of care plans and/or Risk Assessments within the mental health setting;

C. The inclusion of family / carers within a beneficial relationship with patient and care providers;

D. Complacency in staff attitudes to enduring risk in long term care ;

E. Managing transition between services (including where the patient is moving away from local area)”

We responded on 14 August as follows:

“NHS Improvement publishes news and alerts on its web-site [here](#)

The national patient safety team at NHS Improvement issues advice and guidance to providers of NHS-funded care in the form of Patient Safety Alerts. You can read more about Patient Safety Alerts [here](#)

A full list of the patient safety alerts issued by NHS Improvement can be found [here](#)

Please note that NHS Improvement was established in April 2016. Prior to this, Patient Safety Alerts were issued by NHS England.”

Your response of the same day was as follows:

“This response seems somewhat unhelpful and contrary to the nature of FOI?

The links that appeared to be embedded in your response did not work for me.

If you are saying that NHS Improvement cannot extract meaningful information from their databases , then this seems a little concerning ?

If there is a better way of phrasing my questions in relation to the data sets that are held , I would be happy to take advice.

Please could you re-consider the nature of your previous response and provide the information held as requested.”

We have interpreted your request for “alerts and advice” in relation to the matters set out in your email of 30 July to mean alerts and advice published on our web-site.

Decision

In relation to point 1 of your request, the alerts issued by NHS Improvement’s Patient Safety Team are not targeted to specific services as it is the responsibility of each NHS organisation to assess whether the alert applies to the services they provide, and for that reason we cannot separate out which alerts are targeted for mental health services. A full list of the patient safety alerts issued by NHS Improvement can be found [here](#). NHS Improvement does not hold other information in relation to point 1 of your request.

NHS Improvement does not hold information specifically related to A to E of point 2 of your request. NHS Improvement publishes news and alerts on its web-site [here](#).

Whilst not directly relevant to the specific information you have requested, you might be interested that NHS Improvement is inviting feedback on proposed updates to the Single Oversight Framework 2017/18. One of the proposed changes is the addition of a new operational performance metric for mental health providers of “inappropriate adult mental health out of area placements”. There is information on the proposed changes to the Single Oversight Framework [here](#).

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.

Publication

Please note that this letter and the attached information 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