

28 February 2018

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[REDACTED]  
[REDACTED]

**By email**

[REDACTED]

Dear [REDACTED],

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

I refer to your email of 29 January 2018 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:

*“UK wide Trust specific wrong tooth extraction data - Name of the NHS trust/Dental Practice and incidents of wrong tooth extractions between the period of 2012 - 2017.”*

**Clarification received**

*The information should be provided by financial year.*

**Decision**

NHS Improvement holds some of the information that you have requested and has decided to release all of the information that it holds.

**Dental Practices**

We do not hold information on individual dental practices. It is advised you refer this part of your request to NHS England who may hold the information you seek. You can find details of how to make an FOI request to them via the link below:

<https://www.england.nhs.uk/contact-us/foi/>

## NHS trusts and NHS foundation trusts

Please refer to the information annexed.

By way of background you may find it useful to know that the information we hold on wrong tooth extractions is mainly from the Strategic Executive Information System (StEIS). StEIS is a database used for the notification of appropriate parties that Serious Incidents have occurred and to manage progress of investigations, as set out in the Serious Incident Framework 2015, please note it does not hold the full investigation report for Serious Incidents. The revised Serious Incident Framework published in March 2015 builds on previous guidance that introduced a systematic process for responding to serious incidents in NHS-funded care. It replaces, the National Patient Safety Agency (NPSA) National Framework for Reporting and Learning from Serious Incidents Requiring Investigation (2010) and NHS England's Serious Incident Framework (March 2013). The framework takes account of the changes within the NHS landscape and acknowledges the increasing importance of taking a whole-system approach, where cooperation, partnership working, thorough investigation and analytical thinking is applied to ensure organisations identify and learn what went wrong, how it went wrong and what can be done to minimise the risk of the incident happening again. However, for the year 2012/13 the information was extracted from a different source, the National Reporting and Learning System (NRLS) as well as from StEIS. A search of the NRLS was carried out on 9<sup>th</sup> February 2018 of all incidents reported as occurring between the 1 April 2012 and 31<sup>st</sup> March 2013. The information was taken from free text descriptions 'wrong tooth extractions' that met the definition of Never Events but at that point in time there was not a specific data collection to confirm it after investigation. Whilst we have chosen the key word search in good faith as most likely to identify requested incidents we cannot guarantee that there are not additional relevant incidents that an alternative keyword search strategy might have found.

Please note that NHS foundation trusts / NHS trusts / the Department of Health are subject to the FOI Act and as such it is open to you to seek information directly from them. They will need to consider whether information can properly be provided by them in response to any such requests within the terms of the FOI Act.

## **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 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**