

Request under Freedom of Information Act 2000

Request Ref: NGFOI 19/20: 195

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 09/07/2019.

When ambulance services fail to arrive to transport patients from Northampton General Hospital to out of area trusts for life saving ops - are complaints registered by Northampton General Hospital so that lessons are learnt so this does not happen to other worried, concerned and distraught families?

Is such a shortfall in service placed on your risk registers? If so how is this reviewed and addressed.? What action plans are in place to address this shortfall and risk to patient safety? How many times has such incidents occurred in the last 36 months? If so what are the recurrent themes? And what actions had the trust taken to address this. Are there any particular departments or wards where this keeps happening?

Are the commissioners aware of the impact this shortfall in service has had on patient care. If so, what is being done about this?

Through the NHS Complaints Procedure NHS health care providers cannot raise formal complaints against other health care providers. In view of this the Trust does not have anything formally recorded as it falls outside of the process.