



**Head of Development and
Corporate Services**

Patient and Client Council
5th Floor, 14-16 Great Victoria
Street
Belfast
BT2 7BA

21st December 2022

By Email

Ref: FOI 1848

Dear Ms [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 23rd November 2022 in which you requested information relating to adverse incident reviews.

Please find the response below:

1) How many people have asked for help or advocacy from you in respect of adverse incident reviews in 2020 and 2021?

- Zero
- Please note that our current case recording system does not categorise “adverse incidents”

2) How many people have asked for help or advocacy from you in respect of serious adverse incident reviews in 2020 and 2021?

- 82

3) How many adverse incidents were there in the Northern Ireland Health service in 2020 and 2021?

- The PCC would not have access to this information but please see the below contact details for each Trust in Appendix A.

4) How many serious adverse incidents were there in the Northern Ireland Health service in 2020 and 2021?

- The PCC would not have access to this information but please see the below contact details for each Trust in Appendix A. Additional useful contacts are:
 - Sharon Wright (DoH) Sharon.Wright@health-ni.gov.uk (regional collation of data relating to SAIs)
 - Lynne Charlton NIAS Lynne.Charlton@nias.hscni.net

5) Release all records you hold on adverse incidents within your organisation, to included meetings, events or letters.

I should advise you that the PCC have provided all information held in relation to this matter. Any further information relating to this matter would be deemed as client related and as such non-disclosable.

However, I can also advise that the PCC have recently initiated an engagement group for care homes and there was a focus on incidents of this nature. Whilst this information is not presently available, I would hope to have an update in the first quarter of 2023 and will happily share the findings with you at this stage.

6) We would also be interested to know if you have been ever approached by any member of the public for assistance in an adverse incident review.

- As noted in point 1, the PCC's case recording system does not categorise "adverse incidents". However, I can advise that the PCC supported clients in relation to falls in care/residential homes as below:
 - 2020 4 cases
 - 2021 6 cases
 - 2022 2 cases

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: icocasework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Carol Collins
Interim Head of Business Support, PCC