An example of responses issued under the Freedom of Information Act in July 2015

<table>
<thead>
<tr>
<th>Number</th>
<th>Date Received</th>
<th>Applicant</th>
<th>Information Requested and Response</th>
</tr>
</thead>
</table>
| 310.15 | 22.05.15      | Media     | Could you please supply the following information for the last year from today's date.  
1. How many times were ambulances which would normally come to a particular A&E unit at your trust diverted to another unit within your trust or even another trust due to capacity problems. For each divert, could you please tell me:  
   Where the divert was from and to (the ambulances may have been diverted to a number of units)  
   The date of the divert  
   The length of time the divert was on for  
   The reasons for the divert  
   The number of patients in the A&E department when the divert started  
   The Trust does not hold this information, the information is held by the East of England Ambulance Service.  
2. Could you please tell me, for the last year, on how many occasions your trust declared an "internal major incident" or a "serious internal event" due to the Trust not having sufficient capacity to deal with the number of patients coming in? For each "internal major incident" or "serious internal event" could you please supply:  
The hospital concerned  
The date  
The length of time the internal major incident lasted for  
The reasons for internal major incident being declared  
Please find below a list of all critical internal incidents declared between 28/05/14 and 28/05/15. All were related to capacity and affected Addenbrookes & Rosie hospitals.  
30/09/14 at 0800 – 01/10/14 at 0815  
22/10/14 at 0800 – 07/11/14 (don't have a time)  
25/11/14 at 0900 – 26/11/14 at 0800  
16/12/14 at 0930 – 17/12/14 at 0930  
31/12/14 at 0900 – 01/01/15 at 1045  
05/01/15 at 0900 – 02/02/15 at 0830 – this one was escalated to status of major critical incident  
06/01/15 at 0900 – 02/02/15 at 0830 – this one was escalated to status of major critical incident  
06/05/15 at 0617 – 08/05/15 at 1300  
The number of operations cancelled as a result of major incident  
30/09/14 at 0800 – 01/10/14 at 0815: 3  
22/10/14 at 0800 – 07/11/14 (don't have a time): 12  
25/11/14 at 0900 – 26/11/14 at 0800: 0  
16/12/14 at 0930 – 17/12/14 at 0930: 3  
31/12/14 at 0900 – 01/01/15 at 1045: 0  
05/01/15 at 0900 – 02/02/15 at 0830 – this one was escalated to status of major critical incident  
06/01/15 at 1900 – 09/01/15 at 1300: 16
10/02/15 at 0900 – 20/02/15 at 1400: 2
24/02/15 at 2000 – 26/02/15 at 0800: 1
02/03/15 at 0645 – 12/03/15 at 1200: 9
02/04/15 at 1030 – 03/04/15 at 1230: 1
21/04/15 at 0730 – 23/04/15 at 1300: 3
06/05/15 at 0617 – 08/05/15 at 1300: 4

3. Details of support brought in from outside the trust to help deal with the internal major incident e.g. military personnel, volunteers.

There was no external support brought in for any of the above incidents, although we worked closely with commissioners and other partners to resolve issues when related to capacity. Through the Systems Resilience Groups and escalation procedures there is an expectation that the whole system will work together to recovery the position.

4. In the last year, could you please tell me how many patients were cared for on trolleys outside wards or in other non-clinical areas such as offices or storage rooms due to there being insufficient beds free on wards?

None.

5. For each patient treated in a non-clinical area could you please tell me the nature of the area e.g. corridor, storage room.

Not applicable

### Table: Number of Operations Cancelled

<table>
<thead>
<tr>
<th>Year</th>
<th>Month</th>
<th>Pts. Cancelled As Medically Unfit</th>
<th>Pts. Cancelled As Pre-Op Guidance Not Followed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>Jan</td>
<td>47</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Feb</td>
<td>62</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Mar</td>
<td>51</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Apr</td>
<td>44</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>May</td>
<td>51</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Jun</td>
<td>48</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Jul</td>
<td>59</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Aug</td>
<td>38</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Sep</td>
<td>44</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Oct</td>
<td>59</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Nov</td>
<td>52</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Dec</td>
<td>52</td>
<td>2</td>
</tr>
<tr>
<td>2013</td>
<td>Jan</td>
<td>49</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Feb</td>
<td>65</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Mar</td>
<td>40</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Apr</td>
<td>54</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>May</td>
<td>53</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Jun</td>
<td>46</td>
<td>4</td>
</tr>
</tbody>
</table>
1. Please can you confirm what your total spend on temporary Mental Health staff was during the financial year 2014-15 for the below specialisms?
   Can you please break this financial information down by:
   Mental Health Nurse
   Learning Disabilities Nurse
   Psychologists
   Psychological wellbeing practitioner
   Psychotherapist
   Counsellor
   High Intensity Therapist
   Zero spend.

2. Please can you confirm the names of the organisation/s you procure temporary Mental Health staff from?
   Not applicable.

3. Please also confirm the end date of any over-arching contractual arrangements that are in place with any of these organisations.
   To provide additional clarity on my request, ‘temporary Mental Health staff’ is to mean all persons who are mental health staff and are not on permanent contracts of employment with the Trust, but
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Category</th>
<th>Text</th>
</tr>
</thead>
</table>
| 342.15 | 10.06.15 | Media    | In the last financial year (i.e. 1 April 2014 to 31 March 2015):
1. How many Executive Director vacancies did your organisation have? One.
2. How many Non-Executive Director vacancies did your organisation have? One.
3. What was the total expenditure on external recruitment companies, specifically in respect of filling Executive Director and Non-Executive Director vacancies? (N.B. This request excludes expenditure on interim/contractor appointments.) £10578.82
4. Which external recruitment companies were appointed to fill your Executive Director and Non-Executive Director vacancies?
Perrett Lever
5. How many individual assignments were awarded to each external recruitment company to fill your Executive Director and Non-Executive Director vacancies?
2
6. What was the total expenditure on non-medical, non-clinical interim managers during this period £1,178,549 |
| 343.15 | 09.06.15 | Commercial | Under the freedom of information act please may I request an up to date project directory of all companies, suppliers and sub-contractors involved in the project Hospital (Extension) Addenbrookes Hospital
Address: Clinical Research Building, Hills Road, Keith Day Road, Cambridge, Cambridgeshire, CB2 0QQ. Project Name: Project Gemma.
The Scheme comprises construction of annexe to form a building to the ACRC for the Addenbrooke's Clinical Research Centre. Level 1 (basement) - MRI Suite, service plant, freezer room, staff facilities. Level 2 - Interventional Investigation Unit (Endoscopy)
Level 3 - Early Phase Trails Unit (direct link to hospital level 3 and ACCI level 3)
Level 4 - Metabolic Clinical Research Facility (associated with facilities on level 6)
Level 5 - New Clinical Research Facility (direct link to existing CRF at GSK level 5)
Level 6 - Metabolic Eating Behaviour Unit (associated with facilities on level 4)
Sustainable Information: This development has been designed to achieve Excellent BREEAM rating.
The associated works include sewer systems, landscaping, infrastructure and enabling works.
The information you have requested relates to a University of Cambridge project and not a Cambridge University Hospitals scheme.
Your request for information should be directed to:
Estates Management, University of Cambridge
74 Trumpington Street
Cambridge
CB2 1RW |
| 346.15 | 11.06.15 | Commercial | 1. We are seeking information on expenditure in the year to 31 March 2015 on frontline staff (that is staff who directly care for patients) split between Doctors, Nurses and Other Staff, and expenditure on Non-Frontline staff. For each of these staff groups we seek a breakdown of expenditure between permanent staff, extra cover (broken down between additional hours, bank/NHSp, Overtime and Agency) and Contract/Interim.
2. We also seek a breakdown of total expenditure for the Trust in the year to 31 March 2015 split between Workforce Expenditure, Non-Workforce Expenditure categorised as Revenue expenditure and |
Non Workforce Expenditure categorised as Capital expenditure.

The role of Medical and Dental staff refers to Doctors. Front line staff are:
- Medical and Dental Staff
- Nurses
- Allied Health Professionals
- Clinical Scientists & Technicians
- Health Care Assistants

Non-frontline staff are:
- Administrative & Clerical
- Ancillary Staff

Total expenditure for 2014/15 can be split as follows:

<table>
<thead>
<tr>
<th></th>
<th>Permanent</th>
<th>Locum</th>
<th>Agency</th>
<th>Bank</th>
<th>Permanent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical and Dental Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>120,836,051</td>
</tr>
<tr>
<td>Medical and Dental Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7,543,103</td>
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<tr>
<td>Medical and Dental Staff Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>128,379,154</td>
</tr>
<tr>
<td>Nursing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8,145,770</td>
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<tr>
<td>Nursing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>15,307,271</td>
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<tr>
<td>Nursing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>122,428,290</td>
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<tr>
<td>Nursing Total</td>
<td></td>
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<td></td>
<td></td>
<td>145,881,331</td>
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<tr>
<td>Other Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Other Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>65,187</td>
</tr>
<tr>
<td>Other Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>40,079,921</td>
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<tr>
<td>Other Staff Total</td>
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<td></td>
<td>40,145,109</td>
</tr>
<tr>
<td>Frontline Total</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>314,405,593</td>
</tr>
<tr>
<td>Non-Frontline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2,610,445</td>
</tr>
<tr>
<td>Non-Frontline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4,428,368</td>
</tr>
<tr>
<td>Non-Frontline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>59,804,811</td>
</tr>
<tr>
<td>Non-Frontline Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>66,843,645</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>381,249,238</td>
</tr>
</tbody>
</table>

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- Medical and Dental Staff
- Nurses
- Allied Health Professionals
- Clinical Scientists & Technicians
- Health Care Assistants

Non-frontline staff are:
- Administrative & Clerical
- Ancillary Staff

Total expenditure for 2014/15 can be split as follows:

<table>
<thead>
<tr>
<th></th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total pay</td>
<td>381,249,238</td>
</tr>
<tr>
<td>Total non-pay</td>
<td>339,220,329</td>
</tr>
<tr>
<td></td>
<td>720,469,567</td>
</tr>
</tbody>
</table>
3. We are also seeking information on vacancies as at the start of the period (that is 1 April 2014) and at the end of the period (that is 31 March 2015). We would like the vacancies expressed as a percentage of the total workforce, i.e. Vacancies/Establishment x 100. We refer to this as the % Vacancy. We seek the % Vacancy for frontline staff broken down between Doctors, Nurses and Other Staff and for Non-Frontline Staff.

We are unable to provide the full vacancy data requested. We can provide the self-reported vacancy data that the divisions report on a monthly basis, for the main clinical areas, but due to the Divisions being re-structured in April 2014 we did not collect data that month.

<table>
<thead>
<tr>
<th></th>
<th>Apr-14</th>
<th>Mar-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified Nursing (Band 5, 6 and 7 only)</td>
<td>not available</td>
<td>12.04%</td>
</tr>
<tr>
<td>Non-Qualified (Band 2-4)</td>
<td>not available</td>
<td>16.84%</td>
</tr>
</tbody>
</table>

Due to the nature of fixed term employment for many of the doctors in training and other non-consultant Trust Grade doctors the Trust does not report this data regarding vacancy rates for all Doctors.

1. Has your Trust ever outsourced it’s outpatient pharmacy services.
   Yes
   If so?
2. How many separate sites does this contract apply to?
   One.
3. If the service is contracted, when did the contract commence and when is it due to expire?
   Commenced March 2012. 3 year contract with 2 year extension, 2 year extension agreed 2015.
4. How many substantive modifications have been made to the contract?
   Some minor beneficial changes in response to iterative developments and service improvements made at 2 year extension.
5. Have there been any compatibility problems between your and the contractor’s computer system(s)?
   We do not use the same computer systems for labelling and stock control and there are no interfaces.
   If so, how long did these take to be resolved?
   Not applicable.
6. In the first month of the contract what proportion of invoices had to be amended? 1 invoice only.
7. In the last month of the contract, for which data is available, what proportion of the invoices had to be amended?
   Contract still running.
8. How many Trust staff are required to audit invoices (WTE)? And in which Department / Directorate do these staff sit?
   0.4 wte. Pharmacy.
9. How many Trust staff were planned for auditing (WTE)?
   0.2 wte Pharmacy
10. Has the contractor been able to meet the requirement to ensure that suitably experienced and qualified pharmacy staff are made available to meet the contract?
    Yes in general.
    The Trust implemented a new computer system autumn 2014 and the contractor struggled to secure enough staff to support the service for a while, this has now been corrected.
11. In the last twelve months how many times have medicines required to be supplied by the
11. Did a contractor have to be drawn from the Trust’s own stocks?
<6 times, we discourage it.
12. Are the patients’ general waiting times shorter or longer than previously to the outsourcing and what is the mean time variance?
Waiting times are shorter.
Target 95% <30 minutes. Average (9 months 2014) 95.67%. Variance -5 to +4
13. Have the planned cost savings / benefits been realised? If so, have these been realised in previous years
Yes
14. Were there significant difficulties in agreeing the outsourcing with any of the following – governors, executives, medical staff, finance staff, nursing staff, pharmacy staff?
The project was managed effectively to ensure that all stakeholders were well informed, consulted and involved.
15. Is the outsourcing now generally accepted as being to be advantageous by:
The service is used and accepted by the groups below. Patient feedback is not dissimilar to that received when the Trust was providing the service.
A trust employed pharmacy staff:
B Clinical staff (nursing and medical)
c finance staff,
d board,
c governors,
and
d patients (from patient feedback given)

352.15 16.06.15 Commercial
I am writing to request information regarding special severance payments which have been part of compromise agreements approved for your NHS organisation. Specifically I would like to know:
1. How many special severance payments have been granted to your former employees in the 2013-14 and 2014-15 financial years?
None.
2. Please provide a breakdown of each individual payment detailing:
a. The value of the payment
b. The length of service of the former employee.
c. The salary of the former employee.
Not applicable.
3. Please state which organisation you are responding on behalf of.
Cambridge University Hospitals NHS Foundation Trust.

353.15 16.06.15 Individual
Information on the supply of nursing bank and agency staff to your trust/authority from April 2014 to April 2015 to include the following information:
1. Total cost to the trust/authority (please differentiate amounts spent on bank and agency staff).
Bank Staff Nursing Spend = 19,800,846
Agency Nurse Spend = £5.3 million
2. Band.
Bank Staff = Band 2 and Band 5
Agency Staff = Band 5
3. Supplier/Agency.
Flexstaffing
Bleep 360
<table>
<thead>
<tr>
<th>354.15</th>
<th>19.06.15</th>
<th>Individual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the Freedom of Information Act, could you please supply Cambridge University Hospital NHSFT's procurement details since January 2014 on the following products &amp; services:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Community &amp; Acute beds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Trust has bought 55 Enterprise 5000 E5X since January 2014</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Pressure Relieving &amp; Pressure Reducing Mattresses</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>This is an annual rental contract with ArjoHuntleigh, in which the Trust rents 329 Nimbus 3 and Auto Logic 200, and 240 Aura and Aura Logic Seating Cushions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Moving and Handling Solutions (e.g. hoists)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Baros Bariatric wheeled shower commode SWL 50 stone.</strong></td>
<td></td>
<td></td>
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<tr>
<td>4. Any servicing &amp; decontamination of the above product types (if possible)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>All hoists are serviced by Caretech every June and December under the LOLER (Lifting Operation Lifting Equipment Regulation)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. If it would be possible to list any purchase orders individually, with columns for the purchasing organisation, the supplier, brand name, description, price and quantity, it would be especially helpful.</td>
<td></td>
<td></td>
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<tr>
<td>Please see the above responses.</td>
<td></td>
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</tr>
<tr>
<td>It is not Trust policy to release the cost of unit items in response to Freedom of Information Requests</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>