

## **FOI 0143/2025 Response**

### **Request**

I would like to be clear that I have understood it correctly. Am I right in understanding that the incident in which I was attacked in April 2024 was reviewed under the Trust's Patient Safety Incident Response Framework and the conclusion was that the Trust needs to improve how it manages its appointment systems?

### **Response**

The Trust can confirm that the noted understanding is correct.

It should be noted that under the Patient Safety Incident Response Framework (PSIRF), incidents are reviewed to consider whether there is potential for learning, or whether improvement work is already underway.

In this incident, it was identified that improvements could be made to the way we manage appointment systems and how we follow up with patients when appointments are missed.