

Email: foi.tsdfd@nhs.net
Our Ref: TSD10882

2 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

Under the Freedom of Information Act 2000, I am writing to request information regarding patient safety incidents and formal complaints within your Trust.

Please provide the following data for the last three financial years (2023/24, 2024/25, and 2025/26 to date), broken down by each individual financial year:

- 1. How many patient safety incidents were recorded by your Trust where the primary incident category or sub-category relates to a "delayed diagnosis", "missed diagnosis", or "misdiagnosis" of cancer, sepsis, or acute myocardial infarction (heart attack)?**
- 2. Of the incidents identified, how many were diagnosed with the following instead:**
 - **Anxiety**
 - **Stress**
 - **Depression**
 - **Panic attacks**
 - **Menopause**
- 3. Of the incidents identified in Question 2, please provide a breakdown by the recorded 'Degree of Harm' or 'Level of Harm' (e.g no harm, low, moderate, severe, death)**
- 4. How many claims were made against your Trust regarding the delayed diagnosis, missed diagnosis, or misdiagnosis of cancer, sepsis, or acute myocardial infarction (heart attack) and the total amount of compensation paid out per year.**

The Trust's incident reporting system does not contain a category or sub-category that directly corresponds with "delayed diagnosis", "missed diagnosis" or "misdiagnosis".

To identify potentially relevant incidents, the Trust would need to manually review records held under broader reporting categories and then determine whether each incident related to cancer, sepsis or acute myocardial infarction (heart attack). Further analysis would also be required to answer Questions 2 and 3.

We estimate that completing this work across the three financial years requested would exceed the appropriate limit of 18 hours set by section 12 of the Freedom of Information Act 2000. The Trust is therefore unable to provide the information requested within the statutory cost limit.

In accordance with section 16 of the Freedom of Information Act 2000, the Trust can advise that claims information is held separately by the relevant department and is recorded differently from patient safety incidents. If you wish to submit a revised request limited to the claims information in Question 4, we can consider whether this information can be identified and provided within the appropriate cost limit.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team