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NG2 4LA

Email: FOI@supplychain.nhs.uk
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22 September 2025

Dear [REDACTED]

RE: SCCL-FOI-2025/26-088

Thank you for your FOI request received by the FOI office for the following information:

- Please send me records in your service management tool called ServiceNow relating to your RESUS system. Please only include data for each record from the following fields:

category
closed_at
lessons_learned
impact
major_incident_state
opened_at
overview
priority
cause
severity
subcategory
number

I would like the data from 1 January 2020. Therefore, please use records with an opened at data from 1 January 2020 onwards.

Your request has been handled as a request for information under the Freedom of Information Act 2000 and SCCL are able to provide a response in the attached document.

We hope that this response addresses your request. However, if you are dissatisfied with this response, you may request an independent internal review of our handling of your request by submitting a complaint within two months to the postal or e-mail addresses above, quoting the reference number above. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the handling of your information request will be reassessed by a member of SCCL staff who was not involved in providing you with this response. If you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

If you require any further information do not hesitate to contact the FOI team.

Yours sincerely

FOI Team

Supply Chain Coordination Limited
Management Function of NHS Supply Chain