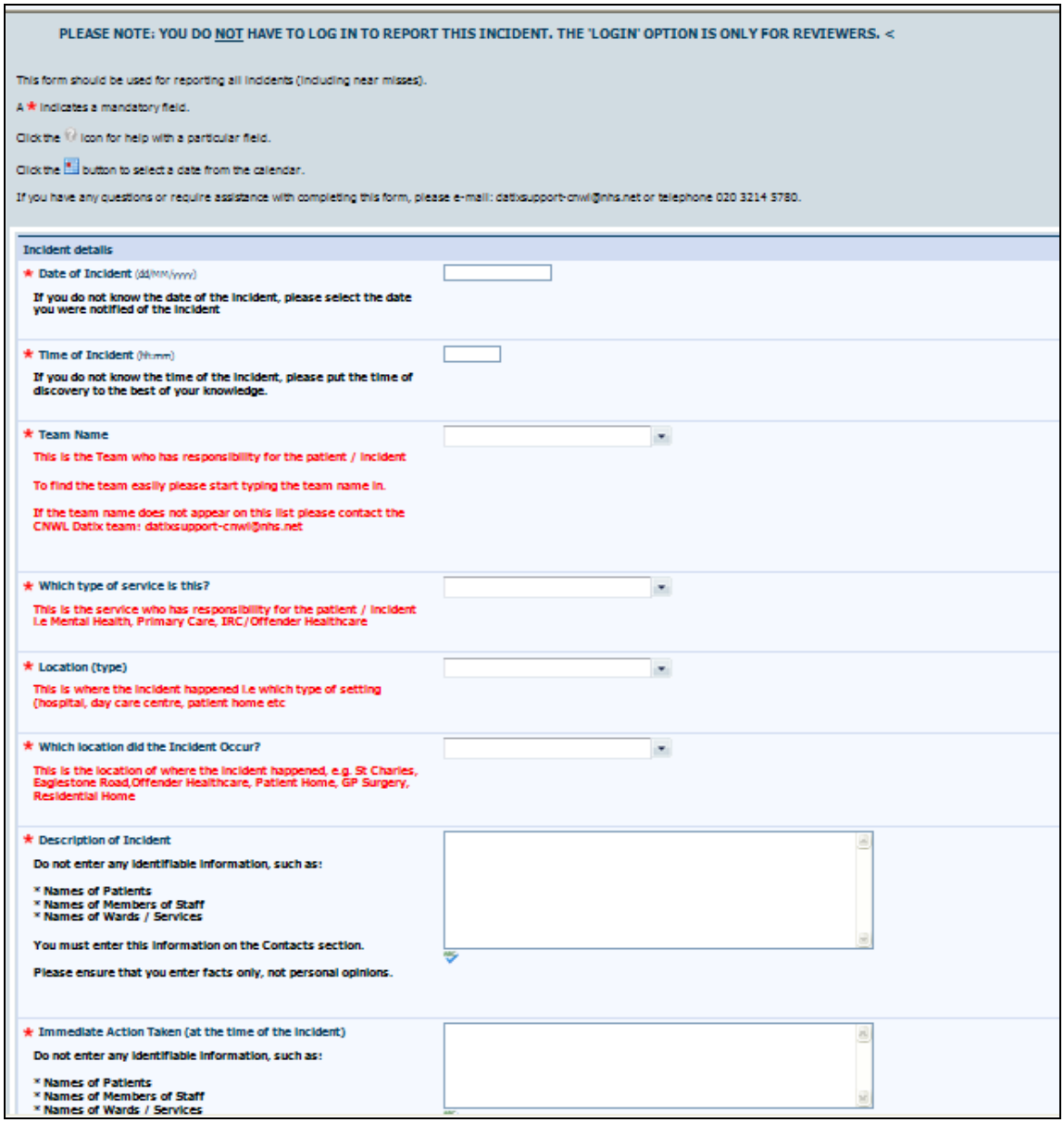
Central and North West London NHS
NHS Foundation Trust

# Datix Incident Reporting



PLEASE NOTE: YOU DO NOT HAVE TO LOG IN TO REPORT THIS INCIDENT. THE 'LOGIN' OPTION IS ONLY FOR REVIEWERS. <

This form should be used for reporting all incidents (including near misses).

A * indicates a mandatory field.

Click the icon for help with a particular field.

Click the button to select a date from the calendar.

If you have any questions or require assistance with completing this form, please e-mail: datixsupport-cnwl@nhs.net or telephone 020 3214 5780.

Incident details

* Date of Incident (dd/MM/yyyy)

If you do not know the date of the incident, please select the date you were notified of the incident

* Time of Incident (hh:mm)

If you do not know the time of the incident, please put the time of discovery to the best of your knowledge.

* Team Name

This is the Team who has responsibility for the patient / incident

To find the team easily please start typing the team name in.

If the team name does not appear on this list please contact the CNWL Datix team: datixsupport-cnwl@nhs.net

* Which type of service is this?

This is the service who has responsibility for the patient / incident i.e Mental Health, Primary Care, IRC/Offender Healthcare

* Location (type)

This is where the incident happened i.e which type of setting (hospital, day care centre, patient home etc

* Which location did the Incident Occur?

This is the location of where the incident happened, e.g. St Charles, Eaglestone Road,Offender Healthcare, Patient Home, GP Surgery, Residential Home

* Description of Incident

Do not enter any identifiable information, such as:

* Names of Patients
* Names of Members of Staff
* Names of Wards / Services

You must enter this information on the Contacts section.

Please ensure that you enter facts only, not personal opinions.

* Immediate Action Taken (at the time of the incident)

Do not enter any identifiable information, such as:

* Names of Patients
* Names of Members of Staff
* Names of Wards / Services

# Reviewer's Guide

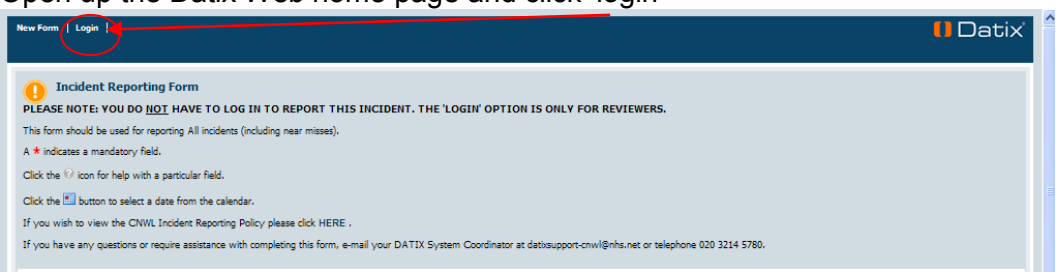
Central and North West London NHS
NHS Foundation Trust

**Contents**

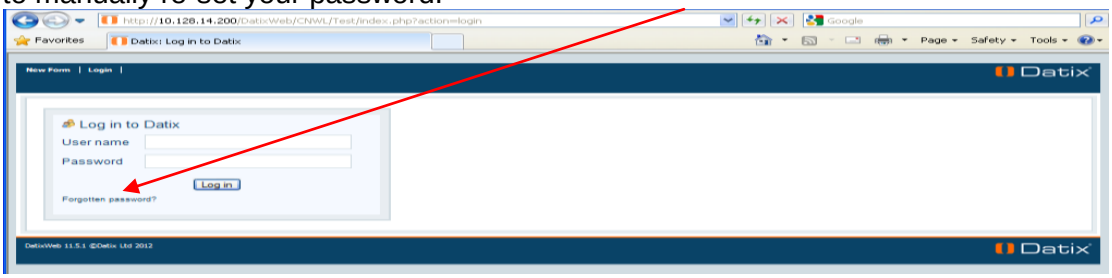

| Section | | Page |
|---|---|---|
| **1** | **Getting started** | **3** |
| | **Getting started continued** | **4** |
| **2.** | **Incident records** | **5** |
| **3** | **Reviewers Responsibilities** | **6** |
| 3.1 | **Local Governance Team Responsibilities** | **7** |
| **4** | **Opening an incident** | **8** |
| 4.1 | The Incident Form | **9** |
| 4.2 | The Incident Form continued | **10** |
| 4.3 | Incident Details | **11** |
| **5** | **Incident Classification/Grading** | **12** |
| 5.1 | Safeguarding | **13** |
| 5.2 | Never Events | **13** |
| **6** | **Dealing with Contacts** | **14** |
| 6.1 | Dealing with Contacts continued | **15** |
| 6.2 | Approving a Contact, Person Affected, Witness or Reporter – Part 1 | **15** |
| 6.3 | Approving a Contact, Person Affected, Witness or Reporter – Part 2 | **16** |
| 6.4 | Approving a Contact, Person Affected, Witness or Reporter – Part 3 | **18** |
| **7** | **Action Plans –** | **19** |
| **8** | **Attaching Documents** | **20** |
| **9** | **Communication and Feedback** | **21** |
| **10** | **Medication Incidents** | **21** |
| **11** | **Equipment** | **22** |
| **12** | **Investigation** | **22** |
| **13** | **Approving the Incident** | **23** |
| **14** | **Additional comments** | **23** |
| **Appendices** | | |
| **A** | Datix Web Flowchart | **24** |
| **B** | Category and Subcategory Definitions (separate document) | |
| **C** | Frequently Asked Questions (separate document) | |

## 1. Getting Started

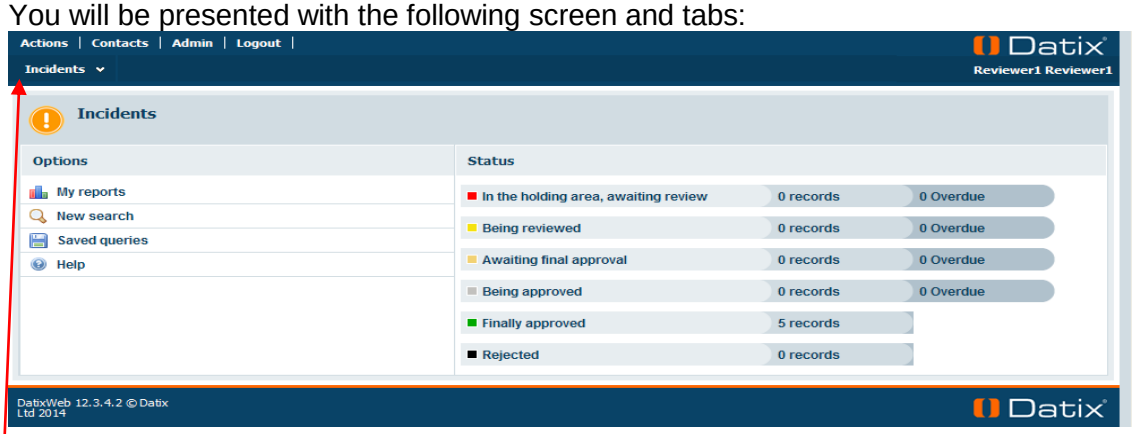
Open up the Datix Web home page and click 'login'




Enter your username and password and click log in. (If you are a new reviewer the first time you log in you will be asked to re-set your password.) You must only ever use your own login for this process as you will not be able to view the incidents allocated to you for review. You have three attempts to correctly enter your password before your account is locked and can only be re-set by the Datix system co-ordinator on **020 3214 5780** or by e-mailing datixsupport-cnwl@nhs.net
At any time prior to being locked out, you can click on the 'forgotten password' link to manually re-set your password.




You will be presented with the following screen and tabs:




**Actions** – This tab will list any Action plans created by the reviewer.

**Admin -** This tab will allow you to change your password if you want to do so prior to its expiry date.

**Incidents** – will allow you to search and review incidents and compile reports (reports training will be delivered separately).

Most of your reviewing activity will occur within the 'Incidents' tab. Click on the Incidents tab to continue.
Once on this page, you will be presented with the following options:

## 1.1 Getting Started continued

**Options:**

- **My reports –** separate training will be delivered.
- **New search** incidents can be searched for by using this tab using the CNWL reference number. You will only be able to view incidents that your profile permits.
- **Saved queries** – This will display any search queries you have made.

**Status:**


- '**In holding area, awaiting review**' – This relates to newly reported incidents which are awaiting initial review and completion of their compulsory fields by you, the reviewer. This includes approving/linking of all contacts and reviewing the initial severity rating given by the reporter. Once completed the incidents status needs to be changed to '**Being reviewed'.**

- '**Being reviewed**' – This relates to incidents which have been initially reviewed and the compulsory fields completed. Details of investigations undertaken by the reviewer and the risk grading should be added. The reviewer then moves the incident to **Awaiting final approval.**

- '**Awaiting final approval**' – All incidents which have been investigated by the Reviewer and finalised by them will sit in this area, indicating that they are ready for the Local Governance teams to carry out quality assurance and data checks before being moved to **Being approved.**

- '**Being approved**' – Any incident that has been reviewed by the Local Governance team and requires no further action will sit in this area ready for **Final approval** by the Central Datix team or be returned to the Local Governance team for additional information **(Being approved).**

- **'Rejected'** – any incidents that have been rejected by either the Reviewer or the Local Governance teams will sit in this area. The incidents held within this area are checked on a weekly basis. If it is deemed they should NOT have been rejected, they will be reactivated by the Central Datix Team and confirmation of why the incident was rejected will be requested.

## 2. Incident records

At the end of each status link there are numbers relating to how many records are awaiting review. The first number is the total number of records to be reviewed and the second number (**in bold)** is the number of records that have passed the mandatory review timeframe and are classified as **'Outstanding/awaiting review'**.

You have **1** calendar day from the incident having been reported (shown in the **'In holding area, awaiting review'** area) to conduct the initial review and change the incident record to '**Being reviewed**'.

Once the incident is in the **'Being Reviewed'** area waiting for any investigations, after 7 calendar days it is marked as '**overdue**' and a message is sent to the Central Datix Team.

**Awaiting final approval** - The Local Governance Team have 7 calendar days to compete their quality assurance checks.

**If a reviewer is off sick (for an extend period) or going on leave for more than 5 days the Central Datix Team will need to be advised and another person will be required to review incidents for the team.**

## 3 Reviewer's Responsibilities

As the assigned reviewer for your ward/unit/service, your objective is to ensure any incidents that are '**In holding area awaiting review'** or '**Being reviewed**' are dealt with in accordance with this guidance. This section details the areas that you will be asked to review. Section 4 how to access the incidents to be reviewed and open an incident to review it.


- Ensure the name on the incident form is listed Surname – Forename, if no person was injured or affected this field should display the Building name of the incident, e.g. Cherrywood, or St Charles Hospital etc.

- **If this incident was an assault the victim's name should be listed as the most affected person, if there is more then one victim and only one has sustained an injury list them as the most affected. If two persons have sustained an injury list the most severely injured as the most affected, or alphabetically by surname.**

- Check the information submitted for accuracy and quality including "if required" use of the spell check facility as indicated by the abc icon located below the description of incident and immediate action taken fields.

- Edit the description of the incident and or immediate action taken if required – removing names of patients and or staff, it is suggested that initials are used.

- Complete all mandatory fields as indicated by a red star ✶ e.g. "Is this a RIDDOR reportable incident?" By answering yes to the question a RIDDOR section will appear with a set of compulsory questions, this information will be used by the Central Governance Teams to report the incident to the HSE under the current regulations

- Complete the "Never Events" question

- Safeguarding, complete the relevant questions

- Link all persons involved in the incident (see linking contacts section)

- Complete the **Result** – what was the outcome of the incident?

- Complete the initial **Risk Grading** – by clicking on the Risk Matrix Guidance for Managers this will take you to an external web page "Healthcare risk assessment made easy" to return to the Datix form you will need to use the back arrow. "**If you close the page you will be logged out of the Datix system".**

- If you are completing an investigation into this incident you can add information to the progress notes.

- Lessons learned - this field should be completed if lessons have been learned from the incident.
- Add your name to the reviewers section
- Change the approval status to "**Being reviewed"** while investigations are completed and any additional information is being gathered. The reviewer should then change the status to **' Awaiting final approval'**

**NB: Changing the status of the incident to "Awaiting final approval etc" does NOT mean that the incident doesn't require any additional investigation. Changing the status to awaiting final approval provides the governance team with assurance that any investigations has been carried out and any additional information has been added to the incident and it can therefore be moved towards final approval status and be part of the live incident database**.

## 3.1 Local Governance Team Responsibilities

**Once you have opened an incident to view it (see section 3), your responsibilities are:**

- **Check** the information submitted for accuracy and quality.
- **Edit** the incident if any **additional information** is available or required
- Ensure all **mandatory** fields have been completed, these are indicated by a red star ✶
- Confirm Yes or No to **Serious Incident** question
- Change the **Approval status** to awaiting final approval
- Where possible, this should be completed within **5 days** of the incident occurring.

**NB: Changing the "Approval status" of an incident does NOT mean that the incident doesn't require any additional investigation. Approving the incident provides the Health and Safety Team with assurance that all parties (reporter, 1st and 2nd Reviewer) are satisfied with the incident report and it can therefore become part of the live incident data.**

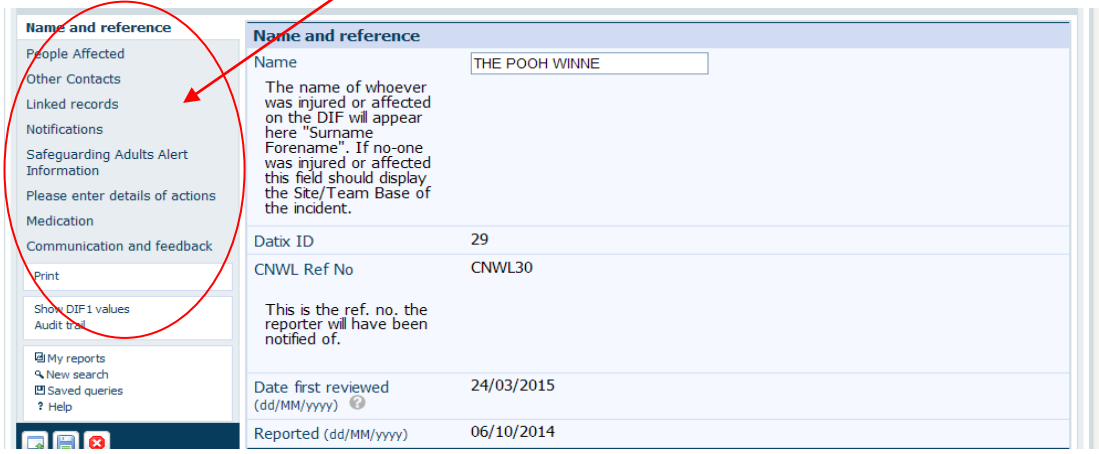
## 4 Opening an Incident

To open an incident whilst on the 'Incidents' tab, click on the appropriate review status link

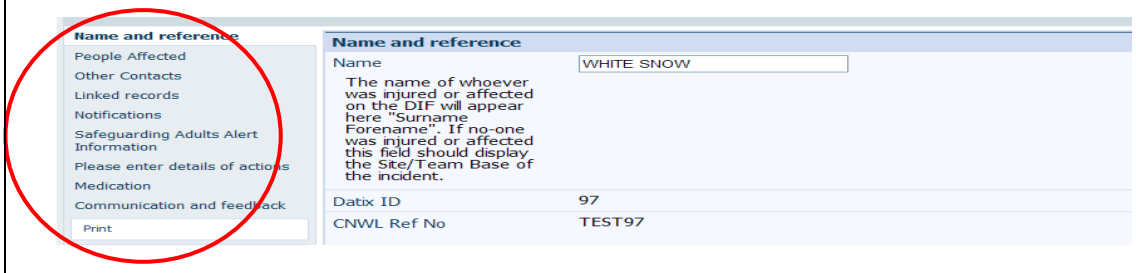
- **List incidents with status: In holding area awaiting review**

You will be presented with a summarised list of all incidents within your area of responsibility as defined by your profile. Incidents in this area can be sorted by the relevant column headings, by placing the curser over any of the column headings the text will be underlined fore example you can sort the date field in ascending or descending order or the WEB reference. To view a specific incident click on any descriptive field on the line of the record you wish to view. You will now have access to all details of the reported incident.


Once the record has been selected, you can scroll down the page and view all details as needed. Alternatively you can hover over any of the sections listed on the left hand side of the form and you will taken straight to that section on the incident report form.



## 4.1. The Incident Form




- **Name and Reference** – This relates to the name of the affected person or building and the unique reference number (Datix ID and CNWL Ref No) assigned automatically to each incident when it was submitted.
- **People involved** – this section lists everyone who was involved when the incident occurred.
- **Other Contacts –** this section lists other patients or staff involved in this incident. You should ensure that all parties involved are included; this should include staff involved in restraints or the instigator of the incident if an assault, vandalism or suspected/actual arson
- **Linked records** – This section displays any action plans set up by reviewers or staff that have been notified of a particular category of incident.
- **Notifications** – this will list staff who have received an e-mail notification in regards to this incident
- **Safeguarding Adults Alert Information** – you can select additional safeguarding types in additional to those selected by the reporter.
- **Please enter Details of actions** – Please ensure actions follow the SMART action plan format
- **Medication** – this section contains information of any medication that was involved in the incident, if the incident was not a medication incident, this field will be blank. This is for medication incidents, not for the use of PRN or emergency medication.
- **Communication and feedback** – if you need to, you can email any party that may have some involvement within this specific incident. It can be for further clarification around the incident itself or if information is missing etc. By emailing via the incident itself an audit trail can commence allowing other users with access to the incident to see all communication provided.
- **Approval status** – shows the status of the incident

Additional sections will appear on the reviewer's form dependent on some of the answers to questions asked on the initial report form.

- **Equipment** – this section contains information about any equipment or medical devices involved if they have failed in their normal use.
- **Police involvement** – were the police called, actions taken etc

- **Print** – It is NOT recommended that an incident report should be printed, if a hardcopy is required you will need to send an e-mail request to Datix support with the CNWL reference number.

**<u>Notepad:</u> This section should not be used for actions to be taken in regards to an incident. Staff with access to the notepad include: HQ Pharmacy staff, infection control, SI Manager, Ward Managers, Reviewers, Governance Teams and the Datix Team, who can add comments etc but are requested to add their name and the date.**

## 4.2 Incident Review Form continued

The incident form is made up of sections; your login profile will depend on what sections you will be able to reviewer and be required to complete.

**Name and reference** - The name of the person most affected by the incident should appear here, surname forename if no-one was injured or affected this field should display the ***Site/Building*** of the incident e.g. St Charles Hospital rather than Nile Ward or Campbell Centre rather than Willow Ward.

**Datix ID and CNWL Ref No** - These are the unique ID numbers automatically generated by the incident report system and can be used by staff to search for an incident if additional information needs to be added at a later date.

**Reported and Date first reviewed** - The date the incident was reported (this may NOT necessarily be the date of the incident), this is the date when an incident was 1st reviewed.

**People Affected** - This section details the main person affected by the incident, if the incident was an assault on staff this should have the employees name, if the incidents is a patient on patient assault the most affected person should be named.

**Other Contacts -** This section details the names of other people involved in this incident, this should include if applicable staff involved in any restraint, the instigator of the incident (if an assault) the name of the patient if the incident is suspected/actual arson or vandalism of trust property.

**Notifications** - This section will display the details of staff who have been notified via a trigger e-mail that a particular category of incident has been reported. Staff who have been notified will have access to review this incident and have the ability to request additional information.

## 4.3 Incident Details

**Date of incident** - the exact date of the incident if the reporter has entered the DOB of the patient DOB in error, please e-mail the correct date of the incident to the Datix support team via the communications/feedback section on the form.

**Time of incident –** the time the incident occurred or to the best of the reporter's knowledge

**Time Band –** this indicates the time band that the incident occurred in e.g. morning handover time 7 am to 7.30 am etc.

**Description and Action taken** – check these fields to ensure that the correct information has been reported in respect of the incident being reported. **These fields MUST NOT contain the Names of Patients or the Names of Members of Staff or any other personal information.** Initials can be used for example Patient AC pushed HCA JP. Please ensure that only facts are entered and that all data is spelt correctly using the ABC icon below each field.

**Patient/Staff names – It is an NPSA* requirement NOT to have such information in either of these fields *NPSA – National Patient Safety Agency**

**RIDDOR** – Is this a RIDDOR reportable incident? If you are unsure if the incident is reportable under the HSE RIDDOR regulations please click on the "What is a RIDDOR incident" this will link to the guidance document available on Trustnet. If the incident is reportable under the regulations by selecting "Yes" additional questions will be displayed these will need to completed to enable the Central Governance team to submit the relevant information to the HSE. The Divisional Governance teams will not be able to view all of these fields as it will contain employees personal information, they will however be able to view how long the employee has been off work, the date the incident was reported the HSE and the HSE reference number.

**Location** - Check the location information to ensure that it is correct, and make amendments if necessary. Select the Borough where the patient is from or "Not applicable" if no service user is involved.

**Never Events –** Click on the drop down arrow and select from the list, the majority of incidents will be "Not applicable" to select your choice you will need to double click on your choice. Once you have saved the form an e-mail notification will be sent to the Clinical Risk Manager and to the Pharmacy team who will confirm and in some instances request the Initial Management Section be completed.

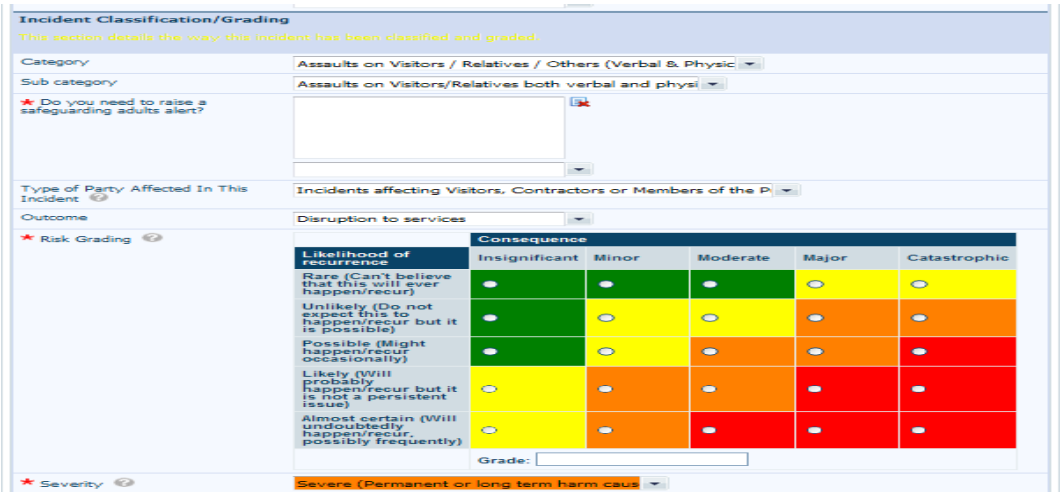
## 5 Incident Classification/Grading

It is essential in this section to check that the incident has been given the correct classification, as these are used in the production of statistics on incidents across the Trust. If you notice a mistake you can change the incident classification, **See Definitions of Category and Subcategory**.

**Category** – It is essential in this section to check that the incident has been given the correct classification, as these are used in the production of statistic for the range of incidents reported across the trust and to the enable to various teams to analysis incidents in their area of responsibility.

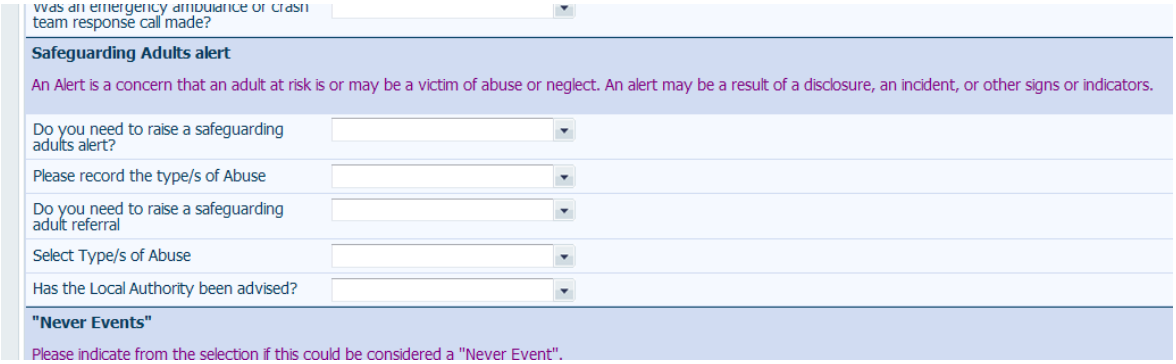
**Subcategory** – Depending on the Category selected you will see the corresponding subcategory, this gives a further breakdown of the actual incident
If an incident has been reported using the Category "Other – Please specify in description" you are requested to review and amend and amend the category and subsequently the subcategory.

This section is where you identify the severity and the risk grading. The severity is graded using the definitions from the Trust's Incident and Accident Reporting Policy, and the risk grading is the same as in the Risk Management Policy. Links to these polices are available on the incident report form.




By selecting a Severity of Moderate or above or if you select Yes to the question "Is this a Serious Incident" you are identifying the incident as a possible Serious Incident. **This does not replace the need to complete a Serious Incident Report and or an Initial Management Report which must be forwarded to THQ**

## 5.1 Safeguarding

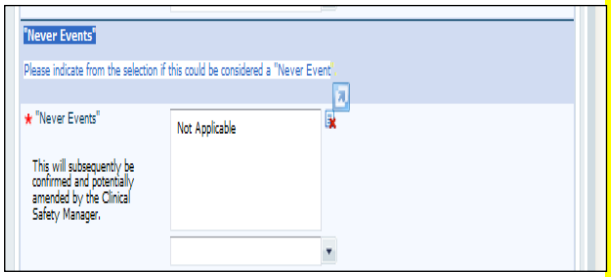



You must ensure that the 'Do you need to raise a safeguarding alert'? question has been answered appropriately by your staff. Once done you should confirm that a referral needs to be raised, select the types of abuse that the service user may be subjected to and confirm if the local authority has been informed.

## 5.2 "Never Events"

*Never Events are serious, largely preventable patient safety incidents that should never occur if the available preventative measures have been implemented.*

To complete this field select the green cross to the side and make your selection, the majority of incidents will be recorded as "Not Applicable" by selecting any of the never events listed once the incident is saved an automatic e-mail will be sent to the Clinical Safety Manager and to the Deputy Chief Pharmacist to review and confirm if the incident should be classified as a "Never Event".



## 6 Dealing with Contacts

**The contact screen for "People Affected, and Other Contacts" is very similar in appearance for this user guide the People Affected screen shots have been used.**

**People Affected**

| Approval status | Surname | Forenames | Contact role |
|---|---|---|---|
| Unapproved | White | Snow | Person Involved |

Create a new Person Affected link

**Other Contacts**

| Approval status | Surname | Forenames | Contact role |
|---|---|---|---|
| Unapproved | Grant | Sheila | Reporter of Incident |

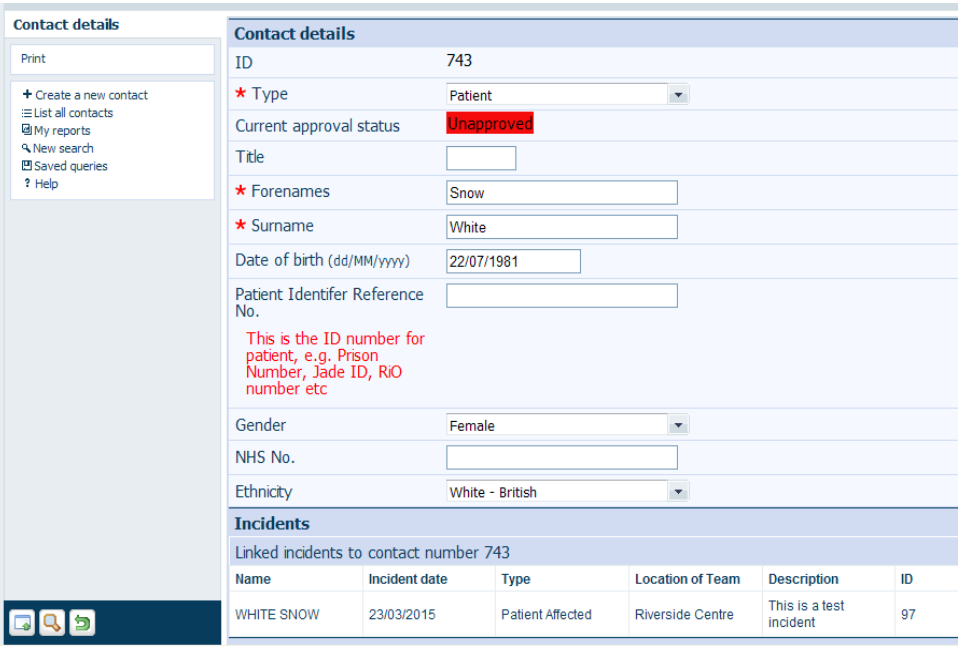
Create a new Other Contact link

In the People Affected section there are two sections

**People Affected** The name of the person MOST affected is listed here

**Other Contacts** Any witness's, the reporter of the incident, the assailant (if the incident is an assault or violent incident), any staff involved in restrictive intervention need to be in this section

Click on the Unapproved this will open up the "Person affected" contact details screen.



Contact details

Print

+ Create a new contact
List all contacts
My reports
New search
Saved queries
? Help

**Contact details**

| | |
|---|---|
| ID | 743 |
| * Type | Patient |
| Current approval status | Unapproved |
| Title | |
| * Forenames | Snow |
| * Surname | White |
| Date of birth (dd/MM/yyyy) | 22/07/1981 |
| Patient Identifer Reference No. | |
| This is the ID number for patient, e.g. Prison Number, Jade ID, RiO number etc | |
| Gender | Female |
| NHS No. | |
| Ethnicity | White - British |

**Incidents**

Linked incidents to contact number 743

| Name | Incident date | Type | Location of Team | Description | ID |
|---|---|---|---|---|---|
| WHITE SNOW | 23/03/2015 | Patient Affected | Riverside Centre | This is a test incident | 97 |

When a patient or employee etc is name on an incident they are given a unique ID number see above screen shot. Currently the status of this person is Unapproved. This form provides specific details in regards to the person being approved to this incident.

## 6.1 Dealing with Contacts continued

On the lower left hand side there are three icons, the 1st icon – Menu, 2nd Spy Glass, and 3rd icon takes you back to the incident form.

Before checking the database it is advisable to confirm the correct spelling of the patient or employees name: John Smith could be spelt John Smyth or Jon Smith etc

Click on the spy glass icon

Depending if the contact has been linked to any other incidents you will see one of two screens.

**Screen 1**

**Person already approved and in the Database**

Matching contacts

1 contact found. Displaying 1-1.

| Choose | ID | Approval status | Surname | Forenames | Type | Subtype | Patient/staff number | Job Title | Date of birth | Postcode |
|---|---|---|---|---|---|---|---|---|---|---|
| Choose | 706 | Approved | White | Snow | Patient | | | | | |

Click on Choose, this will return you to the contact section, the approval status will have changed to "Approved" IF there are two names exactly the same with the same DOB select the one with the lowest ID number. In the unlikely event of two patients or an employee and a patient with the same name please confirm by using the DOB of the patient.

**The Datix team review contacts for duplication on a regular basis when it gets noticed that an employee and a patient or where two patients have the same name, they will add a message to the Job title field to alert reviewers to check the DOB.**

**Screen 2**

If not completed by the reviewer the Patients NHS number or Prison number, Jade ID or Rio number etc can be added

Every person mentioned in a report is a **contact**. In order for the records to be correct and for the Trust to have an accurate picture of different individuals' involvement in incidents, each contact has to be checked, approved and linked to the incident.

## 6.2 Approving a Contact, Person Affected, Witness or Reporter – Part 1

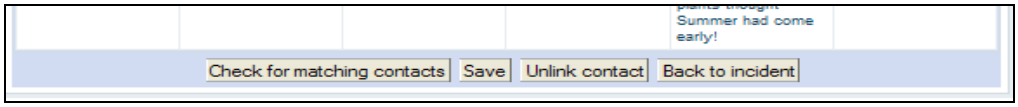
To approve a contact, person affected, witness or reporter you need to click on the persons name (the row selected will be highlighted); this will open in a new window once selected. This page will display various pieces of information about the person involved.

* Role in Incident; if this person was a *victim or assailant in a violent incident please change* this selection appropriately by selecting from the drop down menu.

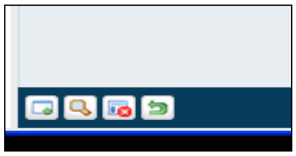
**Please ensure the name of the Person is spelt correctly as per their medical records or if an employee exactly as it appears on their payslip.**

## 6.3 Approving a Contact, Person Affected, Witness or Reporter – Part 2

**Please refer to the screen shot on the previous page**




You can either Scroll to the bottom of the page and click "Check for matching contacts" or by using the either the buttons on the left hand side of the screen



From left to right they are
**Menu -** returns you to the first screen
**Check for matching contacts** – click on this icon to check for matching contacts
**Create new link-** by clicking on this icon you will create a new link to the patient or staff electronic record of incidents they are attached too.
**Back to incident** – this will return you back to the incident, you will still be required to link all contacts involved.

You will be presented with one of two pages
**Option 1**
A list of matching contacts with a button "choose" click on this to select the person to the incident scroll to the bottom of the page and click "create new link". You will then be automatically taken back to the incident page. If the person has been mentioned as a contact in another incident, it will be shown here, and if there are other people with the same name on the system these people will also be shown. If you see on this list the correct record for the person involved, click choose, if not, click cancel**. <u>For Patients please ensure you add the date of birth</u>**

**Option 2**
The Matching Contacts page will be displayed and inform you that there are "no contacts to display". Click on the cancel button and a box will appear "the webpage you are viewing is trying to close the window etc" click Yes and you will go back to the Contacts details page. You will now need to change the approval status of the person to "approved" this field is indicated by * next to the Approval Status of the person involved. Once approved scroll down to the bottom of the page and click save. This will then link the person to the incident.

You will need to complete this task for **<u>each</u>** person involved.

**On the persons screen the following fields need to be completed for both patients and staff as indicated**

- **Date of birth (Patients only)**
- **Ethnicity**
- **Gender**

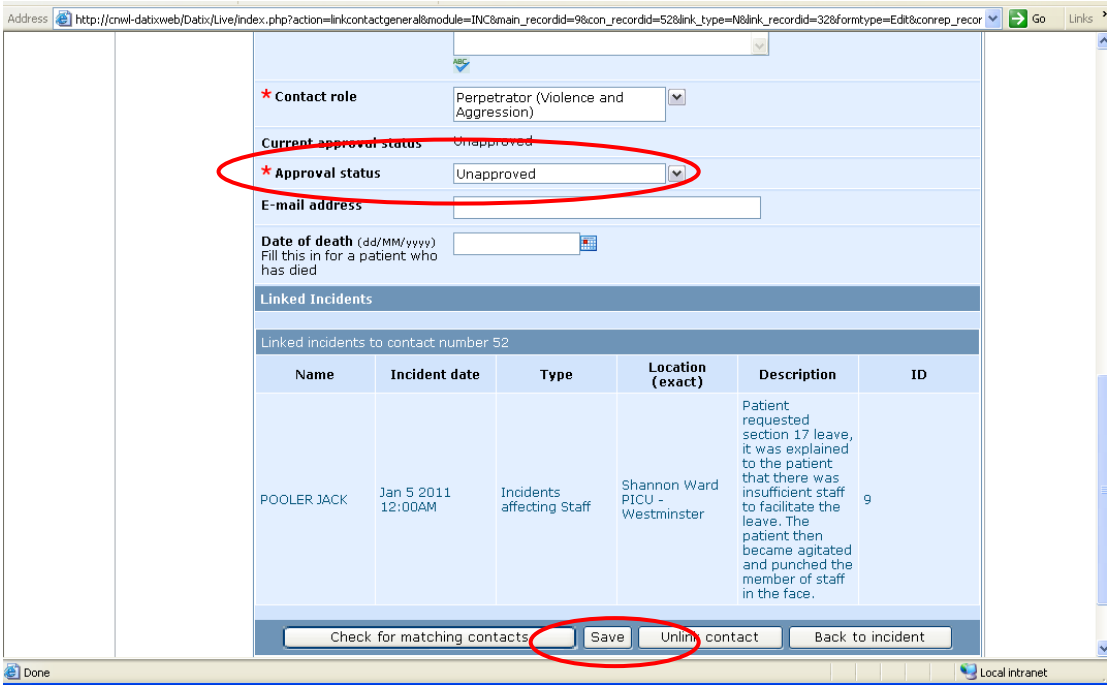
**For the 'Other' contacts the sequence listed above is exactly the same.**

If an incident does NOT involve any person/s your will only need to link the reporter and or witness's to the incident. In the Name section the name of the Hospital/Unit should be added e.g. St Charles Hospital or Northwick Park etc. **YOU DO NOT NEED TO ADD THE WARD NAME** as this is recorded within the location (exact) field.

## 6.4 Approving a Contact, Person Affected, Witness or Reporter – Part 3

Only **ONE** report is required per incident e.g. if the incident that is being reported is an assault on a member of staff, both parties involved can be linked together on this report. Within the People Affected section the member of staff would be linked as the victim and in the Other Contacts section the patient would be linked as the assailant. If this was a patient on patient assault they should be linked in the same manner with the assaulted patient being linked under people affected and the assailant in "Other Contacts". For Patient on Patient assaults and it is not known which patient is the victim and which is the assailant they can both be linked in the People Affected section as assailant/victims.

After you have done this, the icon next to that person's name will have disappeared from the main incident form and you can continue with any other contacts. Once they have all been checked and approved, you can continue with the form.



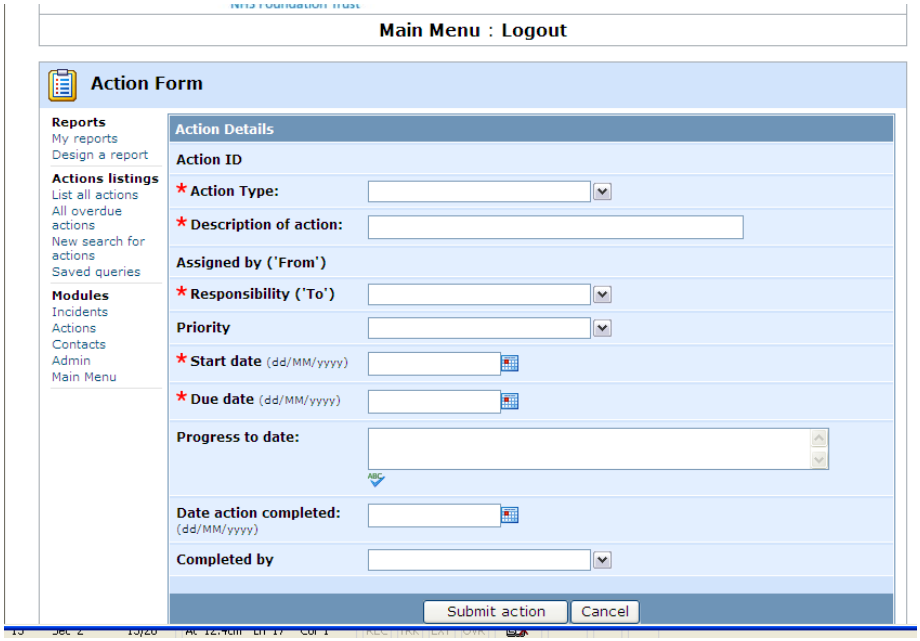

**This will get easier and quicker as more patients and or staff are added to the system.**

**Please see the FAQ section if you accidently link the wrong person to an incident.**

## 7 Action Plan

Click on “Create a new action” (the text will appear red once you put your cursor over the text).

**THIS SECTION IS CURRENTLY UNDER REVIEW**




| | |
|---|---|
| **Action Type** | Select the type of action (there are preset headings if none apply use other type of action |
| **Description of action** | this can be used to free type a brief description of the action required |
| **Assigned by (“from”)** | this will be your name so it would not need to be displayed here as the appropriate staff have their own unique login |
| **Responsibility (To)** | by clicking on the drop down arrow you will be presented with a full list of all Reviewers, Matrons, Unit/Ward/Team Managers etc these are listed alphabetical by surname. Please ensure you select the correct person you are assigning the action plan too. |
| **Priority** | Select the priority that you require this action plan to have Low, Medium of High |
| **Start date** | ideally the day you are creating the action plan |
| **Due Date** | The date you require the action to be completed. |

Then click “Submit Action”

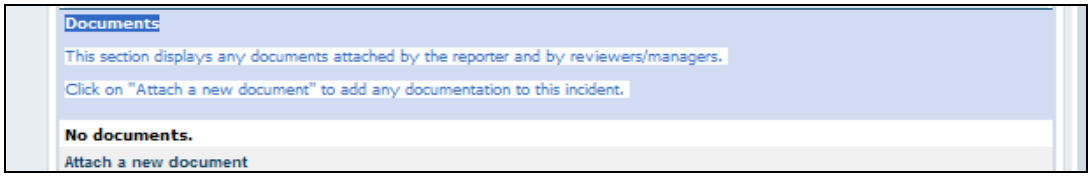
The member of staff you have selected will get an e-mail informing them that they have been assigned an action plan. The allocated member of staff will need to login to Datix to confirm they have dealt with the action plan by completing the “Progress to date, Date action completed and completed by. The person who created the action plan will get an e-mail notification informing them when the action plan has been completed. Actions can ONLY be allocated to staff with Datix login account.

## 8 Attaching Documents

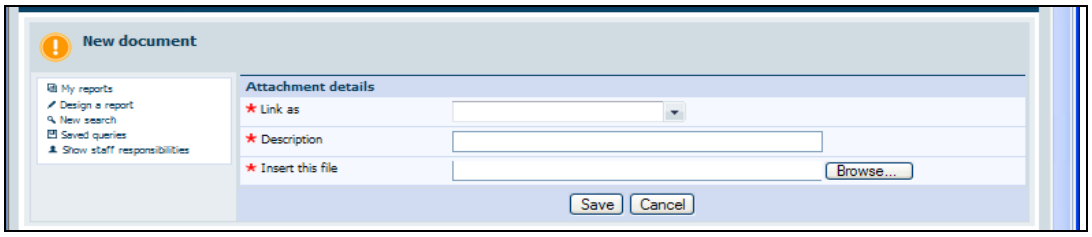
If there are additional documents that you would like to attach, witness statements CPA, IMR, RIDDOR, etc. These can be attached to the incident by following these steps.

**Step 1** - Compile the document for attachment and save in a secure location e.g. S: Drive

**Step 2** - Open the incident record and select documents, then click **'Attach a new document'**




**Step 3 –**




**Complete all mandatory fields (these are marked with a** *)

- **Link as** – Select the type of document from the list e.g. Report, E-Mail, Letter, etc
- **Description** – Enter a description for the document (adding your name e.g. B.Bunny)

**Step 4 -** Attaching the file

Click **'Browse'**

- **select the file that you want to attach**
- **Click open**

**Step 5)**

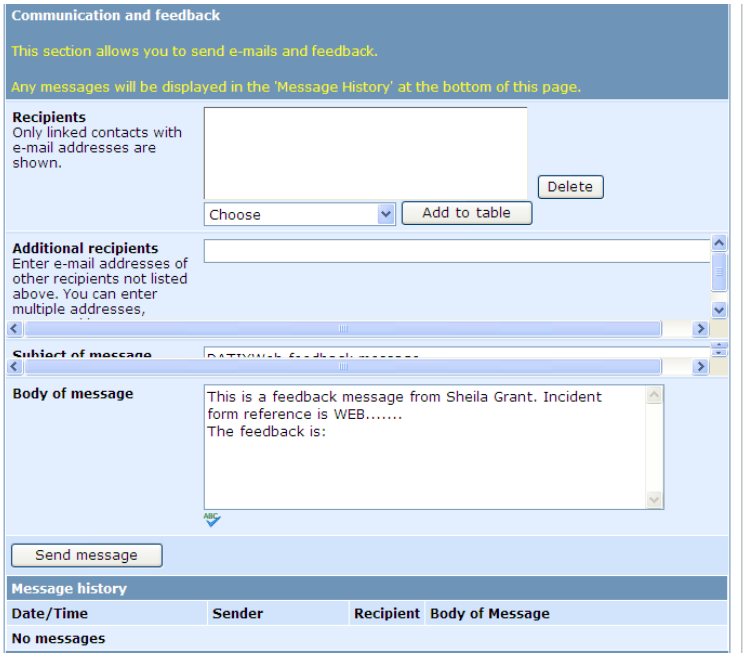
- Save the document to the incident record

**If you are attaching an Initial Management Report (IMR), serious incident Report (SI) or a CNWL internal RIDDOR form this MUST still be e-mailed to the appropriate member of staff at Trust Headquarters.**

## 9 Communication and Feedback

This section of the form allows you to send messages to other people involved in this incident, for example, a message back to the reporter◊, asking for further clarification. Fill in the fields and write a message, and it will be sent as soon as you click save at the bottom of the form.

**Recipients** from the drop down list under "choose" the Reviewer and or reporter will be listed here highlight there name and "Add to table"
**Additional Recipients** if another member of staff (with login access) needs to be notified of these incidents insert their e-mail address
**Body of message** type the feedback message (you have the option to spell check this message)
**Send Message**




**Message history**

Any message sent will be saved in this section (if you send a message to the wrong person it is NOT possible to delete). This provides the Trust with an electronic trail of communication.

**If you request additional information from the reporter of an incident they may NOT necessarily have log in access to amend or add information to an incident.**

## 10 Medication incidents

This area of the form will be blank unless the incident is a medication incident. Check any information that is shown, and make amendments as necessary.

This section should **NOT** be used to record a patient's prescribed medication.

This section only needs to be completed if an error occurred during the administration of medication to a patient, to include (this is not an inclusive list) wrong dose, wrong drug, wrong frequency etc if staff are unsure report the incident.

**ALL incidents that are reported starting with the words "Medication" (under Category) once they are submitted the system is pre-set to send an e-mail to selected members of staff based at Trust Headquarters.**

## 11 Equipment

As with medication section, the area will only contain information if the reporter has shown that equipment was involved and developed a fault during normal use.

Do not report broken medical equipment via the on-line reporting this should be reported using the normal procedures.

Fridge faults or failures should NOT be reported under Medication for the correct sequence see Appendix B

Check and change any details provided as necessary.

## 12 Investigation

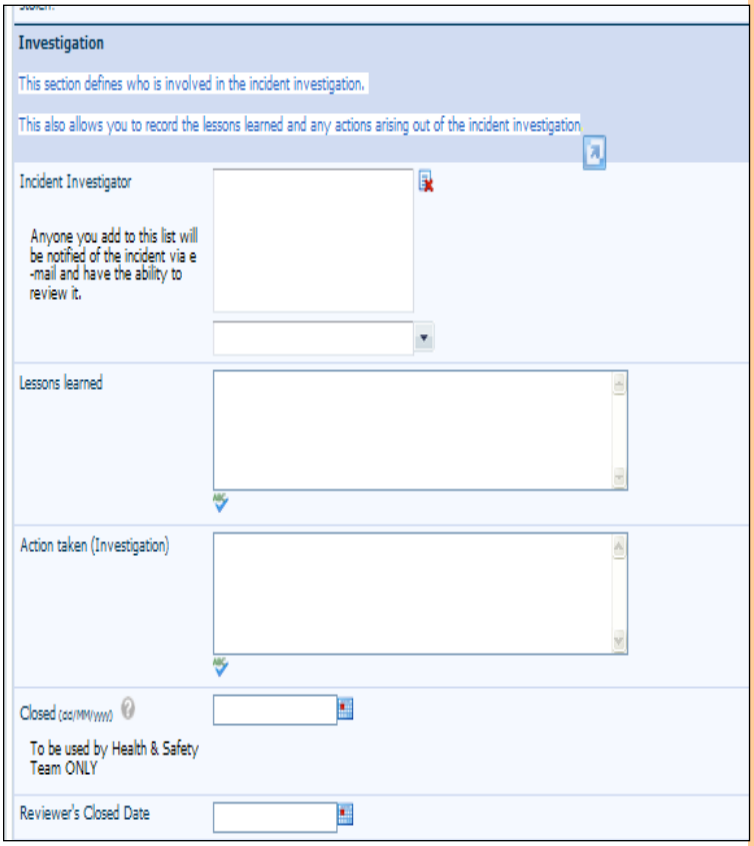
This field allows you to record the details of any investigation you carry out following the incident. Once you are happy that you have recorded all the necessary information.

**Incident Investigator** – select your name from the list of name by clicking on the green + a list of all staff will appear, more then one name can be selected by clicking add once all names are selected click close.

**Lessons learned** – complete for any lessons learned

**Action taken** - complete with any actions taken e.g. patient transferred to PICU, member of staff referred to Occupational Health etc

**Closed date** – This box will NOT appear on your form.




**1st Reviewer's Closed Date** – insert the date you have closed the incident. If the incident requires completion of the action plan or additional information you will need to insert the closed date before you save the form. Once you action plan and or additional information has been provided this date can be changed. Please see next section "Approving the incident"

## 13 Approving the incident

Here is where you change the approval status of the report.

**Approver of Incident** - Change this to your name

If you require additional information to be completed for this incident (Action plan, any injuries sustained to patient and or staff etc) save the incident to "**Being Reviewed**"

> Screen shot to be added for approval status, it is not currently possible to add this until after the DIF2 form has been amended on Monday March 11th

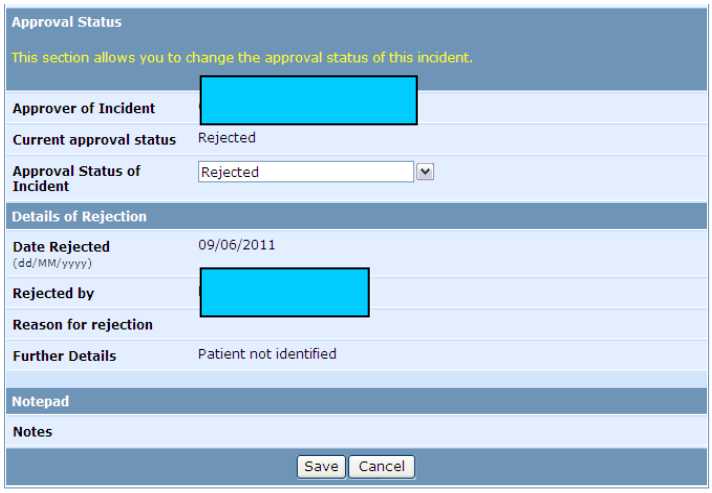
**1st Reviewers** (Ward Managers/Deputies etc) once you are happy that all the necessary information has been recorded on the whole form and all of the compulsory fields assigned to your profile have been completed. You are required to change the status of the incident to **"Being Reviewed"**

**2nd Reviewers** (Matrons/Services Managers etc) you have completed your compulsory fields, and happy that all the necessary information has been completed on the whole form and you are satisfied with the report, adding your name from the drop down menu and changing the status to **'Awaiting Final Approval'**
Then click save.

### Rejection of incidents

Incidents should **ONLY** be rejected for valid reasons. If further information is required save the incident in "Being reviewed" then once this information is available complete the form.

If the incident requires any additional information it **SHOULD NOT BE REJECTED.**




## 14 Additional Comments

All incidents are reviewed by health & safety managers on a daily basis (Monday-Friday), any potentially serious incidents will be followed up immediately. This does NOT remove the responsibility of the 1st and 2nd Reviewer to check any incidents from their area on a daily basis.

Central and North West London NHS
NHS Foundation Trust

**Appendix A**