Central and North West London NHS
NHS Foundation Trust

Incident Reporting

Why do we report?

- To encourage a positive safety culture, where we are able to understand why things go wrong and how to stop them happening again
- Errors, incidents and accidents in all areas of clinical and non-clinical activity can result in serious harm to patients, staff and other personnel as well as to Trust property and reputation. It is therefore essential that learning is appropriately disseminated across the organisation.
- To analyse themes and trends across the Trust
- To implement solutions to prevent harm, minimise risk and future recurrence
- To allow managers access to their data for reports and monitoring
- To feed into national data collection via the NRLS
- To have a secure documentation record for external stakeholders e.g. the CQC

What is a Patient Safety Incident and what is the NRLS?

A **Patient Safety Incident** is any unintended or unexpected incident which could have or did lead to harm for one or more patients receiving NHS care.

The **National Reporting and Learning System** (NRLS), was introduced by the National Patient Safety Agency the system enables patient safety incident reports to be submitted to a national database. This data is then analysed to identify hazards, risks and opportunities to improve the safety of patient care.

Understanding more about Datix (our Incident Reporting System at CNWL)

1. Anonymising your description

Incidents are shared via Datix to the NRLS; this data needs to be anonymised for data protection purposes. So it's really important to remember to anonymise your description of the incident when you are logging an incident. This means no names of patients or staff BUT you can use patient or staff initials or phrasing like "Patient A" and "Staff X".

2. Avoid Abbreviations or Jargon

Whilst you may understand what you mean locally, these records are shared with a variety of external stakeholders, who may not understand what you mean. It's important to avoid the use of abbreviations and jargon wherever possible so people can clearly understand what has happened in the incident.

3. Unsure about spelling?

Remember to spellcheck your description and actions taken before submitting your incident. Like abbreviations and jargon, it will be hard to understand what has occurred if your text is unreadable. Click on this icon abc at the bottom right of each free text box.

COMPASSION RESPECT EMPOWERMENT PARTNERSHIP

4. “Was anyone else involved in this incident?” question

It is important to log the details of anyone else involved in the incident, if there were other patients or staff involved or witness to an incident please log their names under the field “Was anyone else involved in this incident?” This will also allow your manager to go back to the right patients/staff when they are investigating for further details.

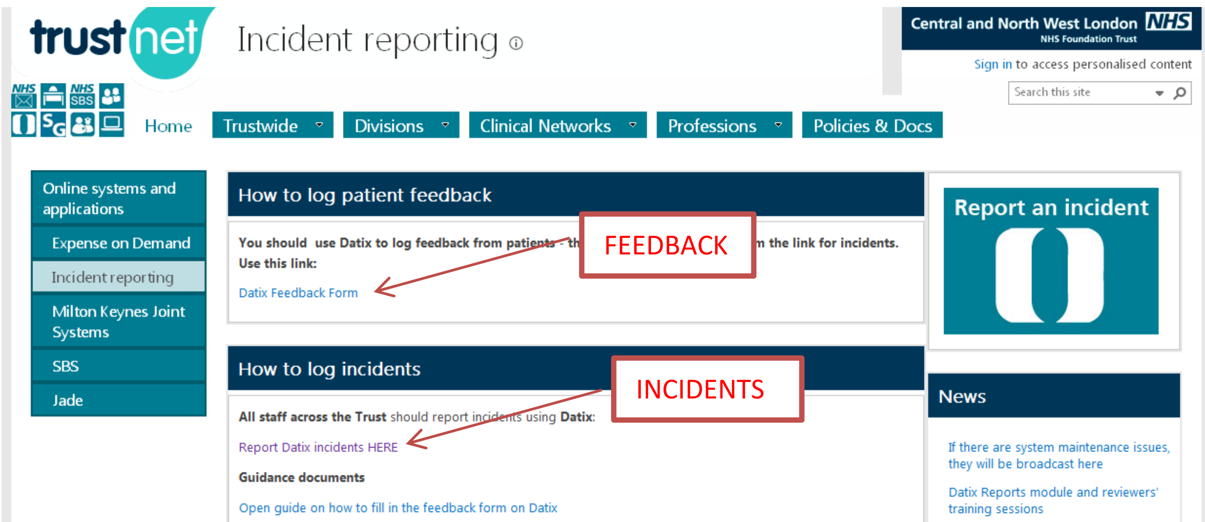
5. What happens after I log an incident on Datix?

Directly after you have logged an incident on Datix arrange of staff are notified of the incident via an email. This will go to your manager to investigate, but also go to members of the central safety team, governance teams and other managers and directors who have opted to be notified of incidents in their areas. In addition, depending on the types of incidents you have logged, incidents may also be sent to the Infection Prevention Control, Pharmacy and Safeguarding Leads for their review.

6. Datix does not just record incidents

Datix currently holds information on Incidents, Feedback and Claims/Inquests. Please remember to use the right link for the right type of information you are trying to record.

If you enter a complaint on the incident form it will not link to the feedback part of the system and therefore you may need to enter it all over again. So remember to use the right link.



7. Categorisation

Categories and subcategories are the way the trusts pull together incidents of the same type, so if your team, the trust or the NRLS want to review all the incidents for example relating to Slips, Trips and Falls. They would only be able to pull off this information if you select this category and the appropriate subcategory.

8. Severity

This relates to the ACTUAL harm at the time of the incident, this is how potentially bad the outcome could have been, but what actually occurred.

The definitions are as follows:

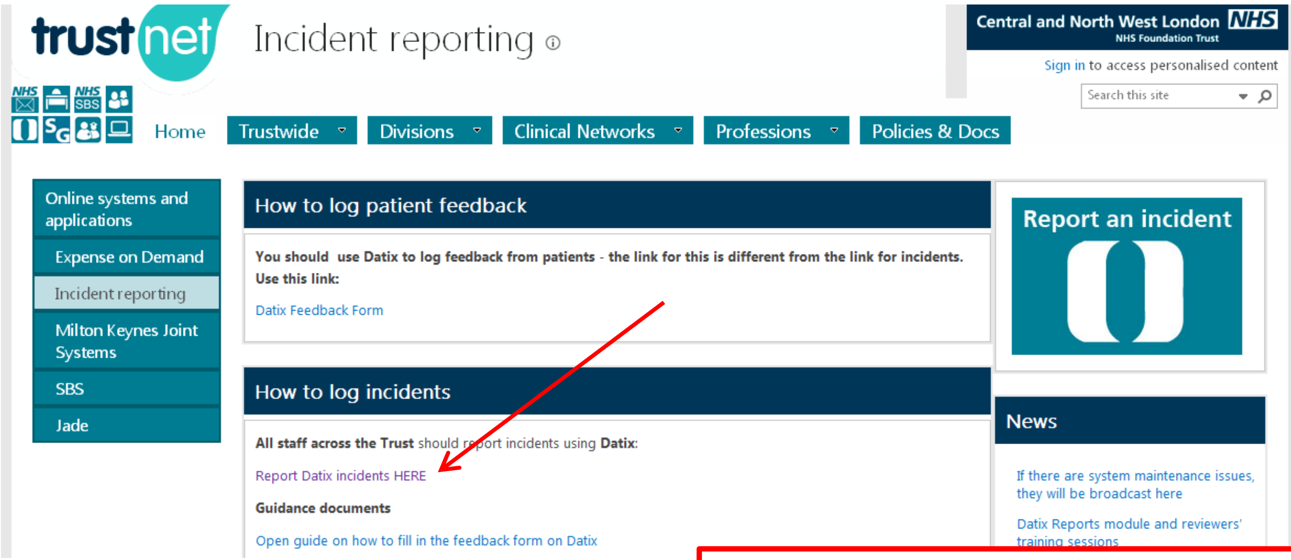
- **No harm**: Any incident that had the potential to cause harm but was prevented, resulting in no harm. Or any actual incident where no harm was caused to people receiving NHS-funded care or staff.
- **Low**: Any incident that required extra observation or minor treatment and caused minimal harm
- **Moderate** : Any incident that resulted in a moderate increase in treatment and which caused significant but not permanent harm.
- **Severe**: Any incident that appears to have resulted in permanent harm to one or more persons receiving NHS-funded care or staff.
- **Death** : Any incident that directly resulted in the death of one or more persons receiving NHS-funded care or staff.

Any incident that is recorded moderate, severe or death will be subject to formal duty of candour processes.

How to Log an Incident on Datix

The Datix incident reporting system can be accessed by clicking on this icon displayed “in the spotlight” on the front page of **Trustnet.**

This will take you to the Incident Reporting Page on Trustnet, under the section “How to log incidents” there is a link to Datix system, click on **Report Datix Incidents HERE**



***TIP**: On the wrong form? If you want to report a compliment, complaint or a concern please follow the link at the top of the incident form.*

Insert the **date and time** *(24 hours clock)* the incident took place

Select the Division where the team is based: Jameson, Goodall, Diggory or Corporate

Select from the drop down list the Borough/Speciality Service.

Select the team name e.g. Caspian Ward, Rochester East Ward

***TIP**: not sure where your team fits? There are organisational structure charts on trustnet where you can refer to.*

***FYI:** The locations are linked, Select a Division, it will shorten the list of Borough/Specialist Services appearing. Then select a Borough/Specialist service it will only show you the teams in that area.*

* 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

Select the Type of service e.g. Mental Health or Dental services etc

* Nature of Service

Select the Nature of service e.g. adult mental health or community nursing etc

* Location (type)

This is where the incident happened i.e which type of setting (corridor, public place, patient home etc

This is the exact location of incident e.g. corridor, reception, patients home etc

* 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.

The Incident description must give a clear, concise description of the incident (including key events leading up to and immediately after the event). The account should be factual and should include any relevant clinical judgement, key risks, contributory factors or causes of the incident.**No Names but Initials are ok!**

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

Do not enter any identifiable information, such as:

* Names of Patients
* Names 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.

What action was taken at the time of the incident, such as “first aid given” or “service user removed from area” **No Names but Initials are ok!**

* Which party was affected / involved by this incident?

Please make a selection from the dropdown list.The Incident Type indicates the type of party affected / involved in the incident.

This is the person **most affected** by the incident. By selecting Patient, Staff or Visitor additional boxes will display for you to add their name and additional information.

***FYI:** Category and Subcategory are fields that get sent to NRLS, these are really important to code correctly. If everything was in the wrong category we would not be able to monitor trend!*

***TIP**: There is a full list of category and subcategories on the Incident Reporting page on trustnet!*

* Category

What sort of incident is this? (E.g Admission, Security, Violence, Medication)

Select the type of incident from the drop down menu, depending on your selection you will be required to complete additional questions

* Sub category

What is the further breakdown of the incident? (E.g. AWOL, Physical Disruption, Fall from chair)

Select the actual level of harm from the drop down

* What was the ACTUAL level of harm ?

This is the severity of harm at the time of the incident

***TIP**: the “?” icon has additional help text, for example for ACTUAL level of harm the ? opens up a list of severity definitions*

Safeguarding Adults Information

Safeguarding procedures must be followed if there is ... neglect. Concerns may arise from an incident, disclos...

* Do you need to raise a Safeguarding alert?

You can escalate issues relating to a safeguarding concern by selecting “Yes”- an email will go to your local safeguarding lead and you will be required to complete additional questions around the type of concern

Mandatory Information

Other People Involved and Additional Information re... to the incident

* Was anyone else involved in this incident?

(e.g. STAFF WITNESS, Other Patients Involved, etc.)

Select “YES” here if there any witnesses or other people involved e.g. providing 1st aid, restraining a patient, witnesses. An additional section will display where you can add multiple people.

* Is this a violence/security incident?

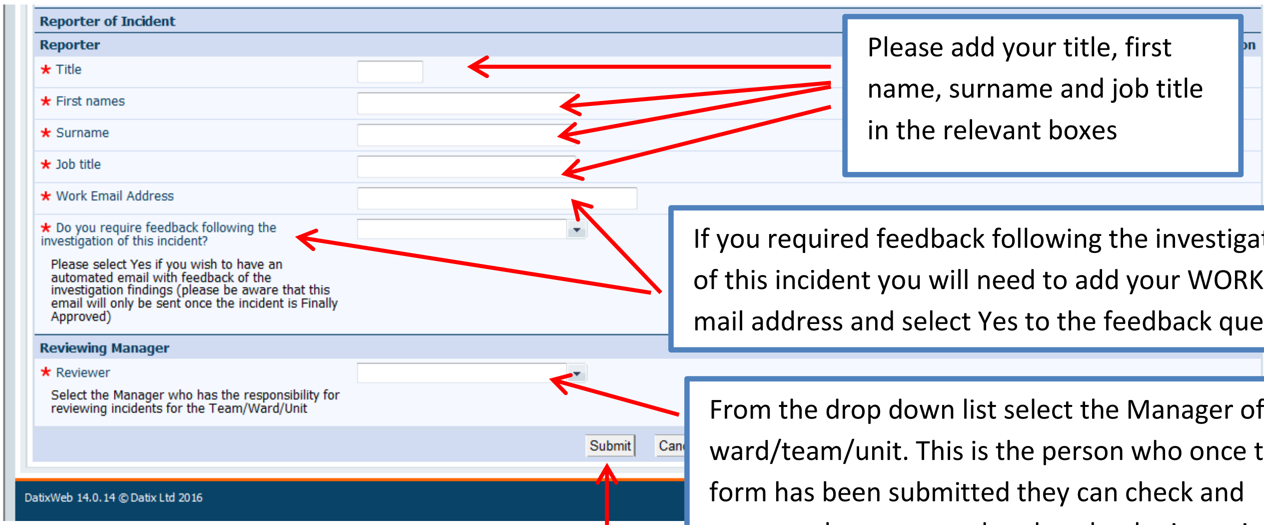
* Is this a Smoking Related incident?

Do you wish to attach documents to this incident? ☐

* Was an emergency ambulance or crash team response call made?

If you select “YES” to this question additional questions will appear in regards to police

These two questions can be answered by selecting “Yes” or “No” from the drop down menu



Please add your title, first name, surname and job title in the relevant boxes

If you required feedback following the investigation of this incident you will need to add your WORK e-mail address and select Yes to the feedback question.

From the drop down list select the Manager of the ward/team/unit. This is the person who once the form has been submitted they can check and approve the report and undertake the investigation etc.

You are now ready to submit the form; the system will check you have completed the compulsory boxes (as indicated by the red star), if you have missed any, a message will display stating which boxes you have missed. Once you click “SUBMIT”, details of the incident will be e-mailed to the manager you have selected and to relevant senior members of staff and to staff who require category/subcategory notifications etc

Feedback to the reporter of the incident, if you have selected Yes and included your work e-mail address once the incident has been reviewed by the reviewing manager, investigation completed, reviewed by the local governance team and then finally closed by the Safety Team you will receive feedback and lessons learned to your work e-mail. However, if you have any concerns prior to this you should discuss these with the reviewing manager.