

**Information Governance Department**

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Ref: FOI2015/2515  
Date Received: 25th February 2015  
Response Due: 25th March 2015

15<sup>th</sup> April 2015

Dear ,

## **INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

*How are clinical incidents reported;*

Clinical incidents are reported via the Trust's incident reporting system. Staff use this system to report all incidents affecting: patients, staff, visitors or contractors and the organisation.

*Is it using dedicated software? Manual on excel sheet? Manual on paper? Other?*

The Trust uses a dedicated web based incident reporting system that is available to all staff via the Trust intranet.

*If software or other, can you specify what software or method do you use?*

The Trust uses the web based and rich client incident reporting modules which are key modules of the 'Datix Risk Management System'. Datix is widely used throughout the NHS in the UK.

*May I have an example of an anonymised clinical incident reporting document?*

We have not attached a copy of an anonymised clinical incident reporting form but have included a copy of our incident reporting staff training document for information.

This clearly sets out the form used and the reporting process.

Chairman: Robert Armstrong  
Chief Executive: Andrew Foster CBE

How many incidents were reported during the financial year 2013-2014, and how many have been reported in 2014-2015 so far?

<b>Total 2014/15</b> <b>1 April 2014 to 28 February 2015</b>	
	<b>6062</b>
<b>Total 2013/14</b> <b>1 April 2013 to 31 March 2014</b>	
	<b>6653</b>

How many full time equivalent staff are employed (approximately) to deal with incident reporting and documentation?

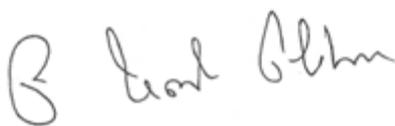
The Trust's Patient Safety Manager is the Datix Risk Management System Administrator and also carries specific responsibility for all aspects of incident reporting and escalation.

In addition the Trust has a hierarchy of incident investigators and investigation approvers within each division and specialty.

There are currently 325 staff members who are trained to investigate and approve incidents – please note this is not their substantive post but it is a part of their role within the Trust as Divisional Governance Leads, or Clinical Leads (nursing, medical therapy, pharmacy, staff) or departmental heads/managers (ancillary and administrative or operational services).

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Dr. Umesh Prabhu**

**Medical Director/Caldicott Guardian**

Chairman: Robert Armstrong

Chief Executive: Andrew Foster CBE

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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