

STANDARD OPERATING PROCEDURE	Incident Reporting Procedure
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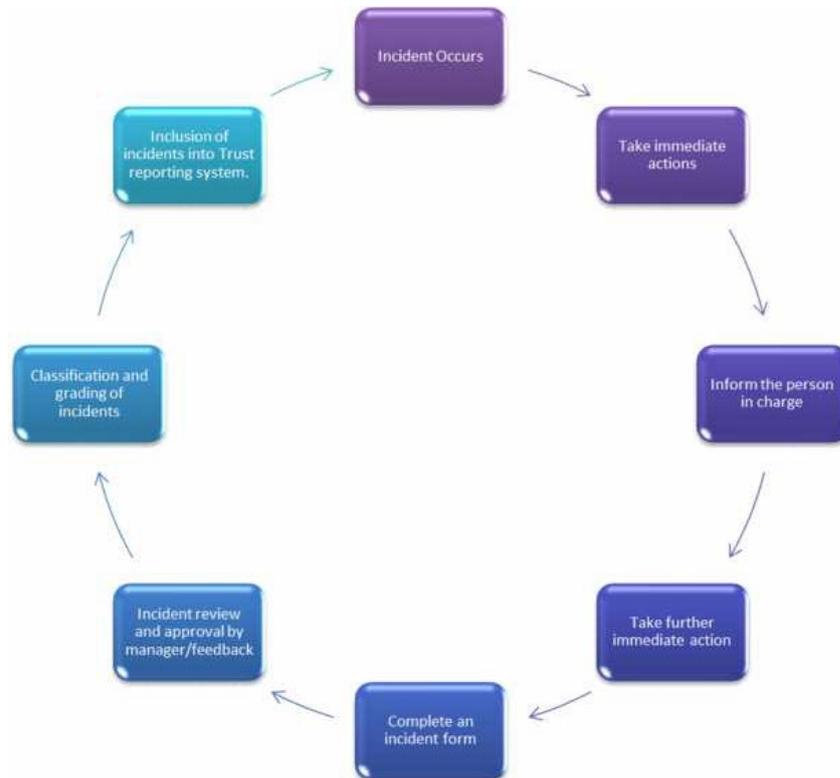
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INTRODUCTION

- 1.1 The Trust acknowledges that, as a large and complex provider of clinical and non-clinical services, there will be occasions where sometimes things will go wrong. The organisational response, across the Trust at all levels, will be to minimise the reoccurrence of similar incidents in the future with the over-riding principle that incidents and near misses are not, in themselves, evidence of neglect, carelessness or dereliction of duty and that the best way to reduce incidents and near misses is to learn from underlying system failures rather than taking action against individual members of staff.
- 1.2 The aim of this procedure is to set out the process for reporting incidents involving patients, service users, staff and others undertaking activities on behalf of the Trust.
- 1.3 This procedure applies to all trust staff following an incident or near miss. All members of staff have an important role to play in identifying, assessing and managing risk. To support staff in this role, the Trust aims to build an organisational culture that provides a fair, consistent environment and does not seek to apportion blame. In turn, this encourages an organisational climate of trust, openness and willingness for staff to report errors or near misses and to admit mistakes.
- 1.4 This procedure should be followed when an incident or near miss has taken place.
- 1.5 Examples of events which are classified as incidents or near misses include:
 - Any injury to a patient, visitor or member of staff
 - Any adverse incident which has the potential to produce unexpected or unwanted effects, or any incident which has a consequence or a learning point.
 - Clinical Issues – Medication, poor transfers of care, infection issues, medical device failure, delays in treatment, unexpected outcomes, pressure sores and falls.
 - Environment Issues – Accidents, violence and aggression, staff ill health directly related to their work.
 - Record Keeping - breaches of confidentiality and standards, omissions in documentation leading patient safety incidents.
 - Services – loss of service, loss of data, performance issues, financial losses.
- 1.6 Examples of events/situations which may not be classified as incidents or near misses include:
 - Patients suffering from known health conditions which have not led to harm or injury i.e., patients with epilepsy experiencing seizures with no injury
 - Staff issues which should be dealt with through other processes i.e., grievance, capability, workload issues, staff absence not as a result of injuries at work etc.
 - Events occurring outside of the working day i.e., traffic accidents outside of work hours.

2 Incident Reporting Cycle



3 Using Datix to Report an Incident

3.1 Datix is the Trust's electronic incident reporting system. Local training on Datix as part of your local induction is provided by your line manager.

3.2 The Incident Reporting Form (sometimes referred to as the Datix Incident Form 1, or 'DIF1') can be accessed via the Trust's intranet homepage:
<https://intranet.wwl.nhs.uk/extranet/dashboard/default>

3.3 You do not have to login to report an incident.

3.4 Completing the Incident Report Form

The Incident form comprises of 5 basic sections. Other sections may appear asking for more specific details, however; these only appear if relevant to the incident you are reporting, and only when required. Please see appendix 1 for screen shots imaging the online process.

3.5 Section 1 - Persons Affected

If a person involved is affected by the incident, their details go in this section. Ensuring details are accurate is very important as penalties are imposed on the Trust if data is incorrect. Several people can be added to this section by simply clicking 'Add Another'. Patients and staff details should not be mixed in this section to enable the incident to be managed and externally reported. Two separate incident forms need to be raised if both patients and staff are affected.

3.6 **Section 2 – What Happened, When**

Give a detailed explanation of what occurred, along with any actions that were taken at the time to manage or rectify the situation.

3.6.1 **Description/Immediate Actions:** Descriptions and immediate actions should be kept to fact only and not provide any opinion or assumption. Identifiable information such as names, NHS numbers date of birth, addresses or initials should not be used, and people involved should be differentiated using Patient 1, Patient 2, Dr 1, Dr 2, Staff Nurse 1 etc. Describe when the incident occurred, and the geographical location it occurred.

3.6.2 **Incident Date:** This is the date when the incident occurred. If the incident duration lasted over several days, enter the date the incident started. If the date is unknown, enter the date the incident was discovered/identified. **Incidents need to be reported within 24 hours following the incidents occurrence**, or at the earliest opportunity.

3.6.3 **Incident Time:** This is the time at which the incident occurred. If the incident duration was over a long period, enter the time the incident started. If the time is unknown, enter the time the incident was discovered/identified. If the time is not known, enter '00:00'.

3.6.4 **Incident Type:** Category and Sub-Category e.g., Medications, Medical Device, Pressure Ulcers, Falls, Safeguarding, Documentation, Discharge, Staffing, Maternity, Diagnostic related incidents. Each Category will have its own respective Sub-Categories.

3.7 **Section 3 – Learning from Patient Safety Events (LFPSE)**

Learning from Patient Safety Events (LFPSE) forms part of the new NHS England's Patient Safety Incident Response Framework (PSIRF). The LFPSE system is replacing the National Reporting Learning System (NRLS) for recording patient safety incidents so that NHS England can improve patient safety looking at themes and trends. LFPSE Questions - each answer will have its own respective follow-on question:

- Is this a Patient Safety Incident?
- What type of event do you want to record?

3.8 **Section 4 – Where the incident occurred, locations**

Site/Location: This is the Site, Division, Specialty and Location, where the incident actually occurred. This may differ from where the incident/patient/staff belongs, or who is to manage the incident (e.g., the incident may happen in a patient's home however the Service they belong to is Community, such as District Nursing and therefore this is deemed a patient not a visitor or member of the public).

3.9 **Section 5 – Details of Reporter**

Captures details of the person who is reporting the incident, this can be the Person (s) or the primary person involved. This is later used to ensure feedback is given.

3.9.1 **Email Address:** Please ensure you use your correct @wwl.nhs.uk or @nhs.net email address as the email address inputted here will be used to generate an automatic email following submission of the report.

4 **Immediate Action Following an Incident**

Once submitted the report will generate an e-mail which will be sent direct from the Datix system to the Reporter, Divisional Lead/Investigator plus any specialist teams identified by the category of the incident selected. They can then access the incident form and check for accuracy and immediate actions taken by clicking on the link.

The Divisional Lead/Investigator has 10 working days to review, action, and close the incident form. If further investigation is required, timescales for managing the incident will be determined by the type of investigation being completed. During this time, the incident will be marked as 'under review' by the Divisional Lead/Investigator. Once the incident has been managed and appropriate actions taken, the Divisional Lead can mark the incident as 'resolved' and move it to Final Approval.

5 Feedback on an Incident

5.1 Your line manager is able to provide feedback about the event and record the details directly onto the Datix incident form. In order to receive feedback, you need to select 'YES' in the Reporter's section on the Form.

5.2 Once the incident is reviewed/investigation, action taken and given final approval, Datix will send an automatic feedback message to your @wwl.nhs.uk or @nhs.net email address and you will receive the Outcome/Findings of the investigation and any Lessons Learned/Recommendations that are to be taken forward/into consideration.

5.3 Reports are regularly generated from Datix, to highlight incident trends, and these reports are presented and discussed at Trust meetings.

6 Further Information

6.1 Your line manager/team leader is responsible for ensuring:

- Staff are familiar with this procedure
- Staff attend training applicable to their role
- Ensuring all incidents are reported promptly

6.2 Your Divisional Governance Team will provide advice, support and training for using the Datix system.

6.3 The Patient Safety Team will provide advice, support and training on the process of incident reporting, investigations and training for use of the Datix system.

7 HUMAN RIGHTS ACT

Implications of the Human Rights Act have been considered in the formulation of this document and they have, where appropriate, been fully reflected in its wording.

8 INCLUSION AND DIVERSITY

This document has been assessed against the Equality Impact Assessment Form from the Trust's Equality Impact Assessment Guidance and as far as we are aware there is no impact on any protected characteristics (Appendix 1).

9 MONITORING AND REVIEW

9.1 This standard operating procedure will be reviewed every 3 years in line with policy monitoring and review arrangements.

9.2 Annual audit of the key performance measures detailed within this SOP will be undertaken (Appendix 2).

9.3 Clinical divisions will be responsible for ensuring action plans are completed and evidence of completion of actions is provided.

9.4 Monthly Performance of Divisional compliance rates and status of incident submissions within reporting timeframes

10 ACCESSIBILITY STATEMENT

This document can be made available in a range of alternative formats e.g., large print, Braille, and audio cd. For more details, please contact the HR Department on 01942 77 3766 or email equalityanddiversity@wwl.nhs.uk

APPENDIX 1

1. REPORTING AN INCIDENT ON DATIX (WEB)

Go to the NEW WWL Intranet Homepage (Link Below). Scroll down the page and look for the '**Datix Incident Reporting icon**'.

<https://intranet.wwl.nhs.uk/extranet/dashboard/default>

When Clicked this will take you to:

NEW NHS England's - Learning from Patient Safety Events (LFPSE) Reporting Form for Patient Safety Incidents

***** PLEASE READ ALL SECTIONS CAREFULLY *****

Please choose whether you wish to 'Hide the Non-Mandatory NHS England's Learning from Patient Safety Events (LFPSE) Fields' (see above question for hiding Non-Mandatory Fields) - if you wish to hide the non-mandatory fields please select **YES**. You **MUST** complete this at the beginning of the form!

DATIX Incident Reporting Form - DIF1 (WWL)
 This web-based incident form **MUST BE COMPLETED FOR ALL INCIDENTS**

To see the Trust's Incident Reporting Policy please go to the Trust's Intranet Policy Library Homepage [Click here for the 'Incident Reporting Policy'](#).

★ - A mandatory field
 ? - Help text for a particular field
 [Multi-select icon] - A field where you can choose more than one value

If you require further assistance completing this form please contact the **DATIX Administrator**

Step by Step Guide for Reporters: [Click here to access the Step By Step Guide to assist with submitting your Incident.](#)

The Trust encourages an open and honest reporting culture and strives to implement a 'Just Culture'. [Click here to access the 'Just Culture Guide'](#)

+ Add a new incident
 + Copy
 My reports

Incident Type
 ★ Who Does the Incident Affect?

Organisational Incidents
 Patient Incidents
 Public/Visitors Incidents
 Staff Incidents

2. Who Does the Incident Affect?

DATIX Incident Reporting Form - DIF1 (WWL)
 This web-based incident form **MUST BE COMPLETED FOR ALL INCIDENTS**

To see the Trust's Incident Reporting Policy please go to the Trust's Intranet Policy Library Homepage [Click here for the 'Incident Reporting Policy'](#).

★ - A mandatory field
 ? - Help text for a particular field
 [Multi-select icon] - A field where you can choose more than one value

If you require further assistance completing this form please contact the **DATIX Administrator**

Step by Step Guide for Reporters: [Click here to access the Step By Step Guide to assist with submitting your Incident.](#)

The Trust encourages an open and honest reporting culture and strives to implement a 'Just Culture'. [Click here to access the 'Just Culture Guide'](#)

+ Add a new incident
 + Copy
 My reports
 Design a report
 New search
 Saved queries
 Show staff responsibilities
 Help

Incident Type
 ★ Who Does the Incident Affect?

Details of the Incident
 ★ Incident date (dd/MM/yyyy) ?
 Incident time (hh:mm)

Organisational Incidents
 Patient Incidents
 Public/Visitors Incidents
 Staff Incidents

A number of icons are available to help you will appear at the top of the form eg:

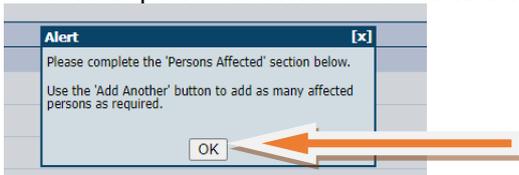
- ★ - A mandatory field
- ? - Help text for a particular field
- [Multi-select icon] - A field where you can choose more than one value

Choose one of the above Incident Type options dependent upon what or whom the incidents relates to.

3. The example below is the option to choose for a 'Patient Safety' 'Clinical' Incident.

NB. The Patient Hospital Number is Mandatory and MUST be completed by the Reporter (or NHS Number for Community Staff). Please do **NOT** choose Visitor or Member of the Public in the Persons Affected **Details Type** even if this is a person/patient receiving care in the Community eg District Nursing. This is a **Patient**.

The system will also bring up an '**Alert**' which informs you that you can add another '**person affected**' to the incident. Click '**OK**' to remove the Alert. By clicking the '**Add Another**' button this allows you to add another person affected / involved to the incident.

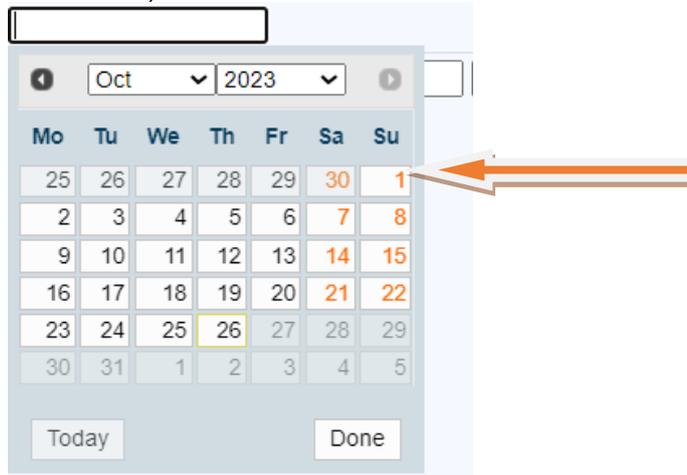


Once the Incident Type is chosen the blank form will appear for completion.

Person(s) Affected	
Details	
* Type	Patient
* Title	<input type="text"/>
* First names	<input type="text"/>
* Surname	<input type="text"/>
* Date of birth (dd/MM/yyyy)	<input type="text"/>
* Hospital Number [?]	<input type="text"/> <input type="button" value="Search"/>
<p>This is a Numeric Mandatory field (as per NHS England's Framework requirements), the Patient's Hospital Number <u>IS</u> required to be completed by the Reporter.</p> <p>(Community Staff who do not have access to HIS/EPR/Patient Centre <u>MUST</u> complete the NHS Number).</p> <p>If you do not know the Hospital Number, please use 00000000 and complete the NHS Number. It is to contain a Hospital numeric number only (NOT a character or N/A or a 'dot'). Thank you for your continued assistance!</p>	
NHS number [?]	<input type="text"/> <input type="button" value="Search"/>
This is a numeric field.	
* Gender	<input type="text"/>
* Ethnicity	<input type="text"/>
* Was the person injured in the incident?	<input type="text"/>
<input type="button" value="Add another"/>	

If you **DO NOT** know the Hospital number (e.g. you work in the Community and use System1 – **the NHS number and date of Birth is required**). Place **00000000** in the hospital number section. **This is a numerical field and MUST NOT** contain 'N/A' or a 'dot' or 'text'. (as per NHS England Directive).

NB: When adding the **Patient's date of birth** please note that the calendar will appear, as below, and will be today's date you are submitting the incident. **You will need to change the date of the patient's date of birth using the little drop down arrows next to both the month and year (or type it in e.g., 01/01/2000 and then move your mouse cursor off that field).**



What is the patient's sex? (make the appropriate selection from the list):

*** What is the patient's sex?** ?

- Female
- Male
- I don't know
- Withheld, not specified or other

To what extent was the patient physically harmed (including pain) in this incident? (make the appropriate selection):

*** To what extent was the patient physically harmed (including pain) in this incident?** ?

- No physical harm
- Low physical harm
- Moderate physical harm
- Severe physical harm
- Fatal

To what extent was the patient psychologically harmed in this incident? (make the appropriate selection):

*** To what extent was the patient psychologically harmed in this incident?** ?

- Severe psychological harm
- Moderate psychological harm
- Low psychological harm
- No psychological harm

What was the clinical outcome for the patient? (Describe any physical or psychological impact on the patient as a result of the incident, or how their care was subsequently changed as a result. Your answer should be based on the information you have at this point, and can be changed if further information becomes available):

*** What was the clinical outcome for the patient?** ?

<p>* What was the clinical outcome for the patient? ?</p>	
---	--

4. If you wish to report a **'Staff Incident'** related incident e.g., Needle stick Injury or Staff fall, please choose **'Staff (WWL Employees, Volunteers, Students, Agency/Locum)'**.

Incident Type Patient, Staff, Organisation, Visitor, Contractor	
Who Does the Incident Affect?	Staff Incidents
Patient / Person (s) Affected in the Incident	
Details	
* Type	WWL Employee
* First names	<input type="text"/>
* Surname	<input type="text"/>
<input type="button" value="Add another"/>	

5. If you wish to report an **'Information Governance incident, SSDU incident, or IT Incident'** etc – or the incident involves an **'Organisational'** element, please choose **'The Organisation (eg IT Services, Information Governance, SSDU, Other Services, Premises, Reputation)'**.

Incident Type Patient, Staff, Organisation, Visitor, Contractor	
Who Does the Incident Affect?	Organisational Incidents
Patient / Person (s) Affected in the Incident	
Details	
* Type	WWL Employee
* First names	<input type="text"/>
* Surname	<input type="text"/>
<input type="button" value="Add another"/>	

6. Complete the Details of the Incident e.g., Incident date by typing in the date DD/MM/YYYY

Question: Are you reporting a patient safety event? If you choose **YES** this will trigger the new LFPSE questions (**See Point No. 9**):

Details of the Incident

Please **DO NOT** enter Personal Names of staff, patients, hospital numbers, mobile/telephone numbers, addresses in the two free text boxes below (e.g., Description / Immediate Action Taken). These are classed as Personal Identifiable Information (PII)

This is a request from NHS England for Learning from Patient Safety Events (LFPSE) for ALL Patient Safety Incidents as part of their Best Practice Standards.

Please kindly use job title/roles/initials which are acceptable. Thank you for your continued assistance.

* Are you reporting a patient safety event? ? Yes

* Incident Date (dd/MM/yyyy) ?

Incident Time (hh:mm)

Where did the incident happen?

- **Location Exact** is the first question, and the area that you choose is linked to **Specialty** and will pre-populate. **Specialty** will then trigger and is linked to the appropriate **Division**.

Incident Location

This is the Site, Division, Specialty, Location Exact where the Incident occurred

If you choose the wrong Location Exact, Specialty, Division or Site and you wish to amend these fields, please delete the text in ALL the line boxes starting with the bottom option eg Site to the top option eg Location Exact (so that you are starting afresh with a blank Location Exact), and this should allow you to choose the correct selections.

* Exact Location of Incident ?

Trust Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust

Example below:

* Exact Location of Incident ? ED Waiting Room (Emergency Department)

* Specialty / Service ? Emergency Village / Emergency Care

* Division ? Medicine Division

* Site ?

Trust Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust

7. Next Steps to complete are the 'Category' and 'Sub-Category' of the incident you are reporting. Whichever Category you choose will bring up relevant selections within Sub-Category (NB. Each Category had its own respective Sub-Categories to choose from).

* Category of Incident

Category: Present on Admission Pressure Ulcer (Acute and Community) Category is ONLY for A&E and Community.

* Sub-Category of Incident ?

If the incident is a pressure ulcer, please see the Help text (Grey ?) to assist when choosing the correct grading/category of wound/pressure ulcer

Example below:

Choose the relevant **Category** for the incident you are reporting e.g., **Fall – patient slip, trip or fall** and the relevant **Sub-Category**.

★ Category of Incident Fall - Patient Slip, Trip or Fall

Category: Present on Admission Pressure Ulcer (Acute and Community) Category is ONLY for A&E and Community.

★ Sub-Category of Incident ▼

If the incident is a pressure ulcer, please see the Help text (Grey ?) to assist when choosing the correct grading/category of wound/pressure ulcer

★ Description

Enter facts, not opinions, and avoid abbreviations (if possible).

KINDLY PLEASE DO NOT enter Names (forenames/surnames) of People eg Staff, Patients, Visitors, patient's Hospital Numbers, Patient's Addresses, Patient's Date of birth, patient or staff mobile/telephone numbers, patient or staff

Unwitnessed fall - found by the bedside

Unwitnessed fall - found in general hospital or clinic / grounds

Unwitnessed fall - found in general ward or clinic area

Unwitnessed fall - found in own home / residential home / care home

Unwitnessed fall - found on corridor

Unwitnessed fall - found on floor in bathroom

Witnessed fall - fall from bed / trolley

Witnessed fall - fall from chair

Witnessed fall - fall from standing

8. Description and Immediate Action Taken

Enter the **Description** of the incident. **DO NOT** enter personal identifiers (in any of the free text boxes e.g., **staff names, patient names, hospital numbers, NHS numbers, date of birth, email address, telephone numbers**) – instead **use initials & job title (if staff) and/or patient A or patient B** (if more than one patient) and **DO NOT** enter personal identifiers in the Immediate Action Taken (as per NHS England Directive on Personal Identifiable Information). This is the same for **Immediate Action Taken**.

★ Description

★ Immediate Action Taken (at the time of the Incident)

★ Are there any documents to be attached to this form? ▼

(e.g. Witness statement, Photographic evidence, etc.)

9. If you have chosen YES for 'Is this a patient safety event?' (above Point No 7), this will trigger the new LFPSE question below: What kind of event do you want to record?

LFPSE

★ What kind of event do you want to record? ▼

LFPSE

* What kind of event do you want to record?

Incident Location
This is the Site, Division, Specialty, Location

If you choose the wrong Location Exact

Incident - Something has happened, or failed to happen, that could have or did lead to patient harm

Outcome - Something routinely reported locally that at this time does not appear to be a patient safety incident but may have been preceded by one

If you choose **Incident – Something has happened** – this will trigger the new set of sub-set of LFPSE questions to be completed as below.

LFPSE

* What kind of event do you want to record?

* Which service areas were involved?

* Where did the incident happen?

* Which specialty does the event (incident/risk/outcome) relate to?

If Responsible Specialty not found, please specify.

* Were patients involved in this event?

* Which things were involved in what went wrong?

- Devices
- Medications
- Tissues or Organs for transplant
- IT Systems or Software
- None of the above
- Blood
- Blood products
- Buildings or Infrastructure
- Estates Services

★ Does the incident appear to relate to any of these known safety challenges? 

- Pressure ulcers
- Falls
- Self harm
- Radiotherapy incident
- Healthcare associated infection
- None of the above
- Screening services incident

Example below of **LFPSE Equipment (Medical Devices Section)** when you choose **Device**:
Which things were involved in what went wrong?

LFPSE - Equipment

Was any MEDICAL EQUIPMENT involved in the incident?
This is a Mandatory field.

What kind of medical device was involved in what went wrong? 

★ Brand name	Anaesthetic and airway devices and breathing masks and tubing
★ Serial no	Anaesthetic machines
★ Manufacturer	Autoclaves and decontamination equipment
★ Description of device	Bath and shower aids (without integral hoists)
★ Description of defect	Baths with integral patient hoist Beds, mattresses, side rails (excluding pressure relieving devices) Blood fridges Blood gas analysers and accessories, including blood gas syringe or needle sets Blood pressure equipment

How was the device involved in what went wrong? 

LFPSE - Adverse Event Agent

If you have already reported this event to the Yellow Card scheme, please include your reference number here

Example below of **LFPSE Medication** when you choose **Medication**:
Which things were involved in what went wrong?

LFPSE - Medication	
* Drug Administered Type the first few letters of the drug you require.	<input type="text"/>
* High Risk Medication	<input type="text"/>
Dose and strength of drug administered	<input type="text"/>
Route of drug administered	<input type="text"/>
Correct drug Type the first few letters of the drug you require.	<input type="text"/>
Correct dose	<input type="text"/>
Correct route	<input type="text"/>
Which of the following processes were involved in what went wrong? 	<input type="text"/>
Was a device used to give medication in this instance?	<input type="text"/>
Do you think this incident involved any of these problems with medicines or medical devices? 	<input type="text"/>
LFPSE - Adverse Event Agent	
If you have already reported this event to the Yellow Card scheme, please include your reference number here	<input type="text"/>

10.

Reporter of the Incident:

- As previously the same questions are to be completed:
- Type – WWL Employer
- First name
- Surname
- Work Email address
- Job title
- Bleep/contact number/mobile number
- Would you like to receive feedback when the investigation of this incident has been completed?

When all the above steps are complete the next Section is for the Reporter of the incident. This Section is all about you eg name, role, email address (WWL email address – e.g., joe.bloggs@wwl.nhs.uk or joe.a.bloggs@wwl.nhs.uk or joeboggs1@nhs.net – if you are unsure of this you will find your email address in the [Global Address Book in Outlook](#)). Any wrong spellings within the email address and this will not generate the feedback message/information via automatic email.

Reporter of the Incident	
Reporter If you have reported an incident previously please search for your contact record	
* Type	WWL Employee
* First names	<input type="text"/>
* Surname	<input type="text"/>
* Your WORK e-mail address (this is your @wwl.nhs.uk or @nhs.net email address, NOT Personal Email Address)	joebloggs@wwl.nhs.uk
If you do not provide your @wwl.nhs.uk, or @nhs.net email address you will not receive any email notifications such as confirmation of submission of your incident or an automated feedback message when the incident has been reviewed, closed and given final approval.	
* Job Title	<input type="text"/>
* Your Bleep/Office Contact or Mobile Number	<input type="text"/>
* Would you like to receive feedback when the investigation of this incident has been completed?	Yes

Would you like to receive feedback on the incident you have reported once the investigation and lessons learned have been completed? Please choose '**YES**' in the '**Feedback Box**' – Remember: Your WWLFT email address needs to be correct.

- Finally click '**Submit**' to submit your incident form which will go to the Governance Team which will enable full reporting and investigation of this incident. You can also select '**Submit and Print**' your incident you are reporting on.

Thank you for submitting this incident.

Your incident will now go to the relevant Governance Team which will enable full reporting of this incident. What the Team will then do is investigate/review the incident to understand the cause of what happened, from this the Team will then instigate change to ensure that Patient and Staff safety is the number 1 concern of this Organisation. It all starts with you. Thank you.

Please note that by completing this Form **DOES NOT** constitute an admission of liability of any kind. Incident Reporting is not an attempt to apportion blame to Individuals and/or Teams.

The Trust encourages an open and honest reporting culture and strives to implement a '**Just Culture**'. [Click here to access the 'Just Culture Guide'](#)

**** IMPORTANT**** Remember Datix only allows **45 minutes** to report an incident before the System times out. If this does happen the System does **NOT** save any part of the form you have completed and you will therefore have to report that particular incident again.

If you need further assistance please contact the Datix Administrator on: Datix.Incidents@wwl.nhs.uk

APPENDIX 2

SCREEN SHOTS FOR 'INVESTIGATORS' ON DATIX WEB WITH LFPSE QUESTIONS

When an incident has been investigated and taken to Approval Status '**Investigation Completed**' there a number of important checks that **MUST** be completed.

(which will assist in the correct information being uploaded to the 'Learning from Patient Safety Events' (LFPSE) – only applicable to Patient Safety Incidents as soon as the incident is saved with the additional information).

Checking '**Name & Reference and Key Dates**' are correct.

Example:

NEW NHS England's - Learning from Patient Safety Events (LFPSE) Reporting Form for Patient Safety Incidents	
*** PLEASE READ ALL SECTIONS CAREFULLY ***	
Please answer the Question: Is the Reporters assessment of whether this is a Patient Safety Event correct?	
If you deem that this incident is a Patient Safety Incident and there are NO LFPSE Questions/Sections visible, you MUST choose YES to trigger these questions and answer these prior to giving the incident Final Approval.	
Name and Reference	
* Name ?	ADMINISTRATOR WWL
DATIX ID ?	178738
WEB Ref ?	WEB137615
Key Dates	
* Incident date (dd/MM/yyyy) ?	26/05/2023
Incident Time (hh:mm)	
Time Band ?	
Reported Date (dd/MM/yyyy)	26/05/2023
Reported Time (hh:mm) ?	17:14
Opened date (dd/MM/yyyy) ?	17/08/2023

Approval status – when you have completed your review/investigation – move the incident using the drop down arrow to '**Investigation Completed**':

Incident Ownership/Responsibility	
Divisional Incident Lead	<input type="text"/>
Incident Investigators ?	<input type="text"/>
Approval Status	
Current approval status	New Incidents To Be Opened
* Approval status after save	New Incidents To Be Opened
Categorisation of Incident	
* Who does the incident affect	New Incidents To Be Opened
* Category of Incident	Under Investigation
* Subcategory of Incident ?	Investigation Completed
	Awaiting Divisional Approval
	Approved and Closed
	Rejected Incidents

CODING: Has the incident been coded correctly in **Category and Sub-Category?**

If the incident has initially been coded as a **Present on Admission Category 1 or 2 Pressure Ulcer** – and following review and **verification as a Moisture lesion present on admission** – **please amend the Category/Sub-Category and Severity of Harm to correspond with your verification of the wound prior to giving the incident 'Investigation Completed'.**

The screenshot shows a web-based coding interface. On the left, there are sections for 'Coding' and 'Incident Details'. The 'Coding' section includes 'Who Does the Incident Affect?' (a dropdown), 'Category of incident' (a dropdown), and 'Subcategory of incident' (a dropdown menu that is currently open). The 'Incident Details' section includes 'Description of incident' with a note: 'Enter facts, not opinions. Do not enter names of people'. The open dropdown menu for 'Subcategory of incident' lists the following options: Antenatal Period Problems, Blood and Blood Product incidents, Communication, Confidentiality and Consent, Conduct, Confidentiality and Communication, Diagnosis (and Investigations), Direct Care (Patient Safety Incident), Documentation and Records, and Discharge related incidents.

Location where the Incident occurred (including Site, Division, Specialty and Location Exact):

Example:

This form example is titled 'Location where the incident occurred' with a subtitle 'This is the Site, Division, Specialty, Location Exact where the Incident occurred'. It contains five rows of dropdown menus, each marked with a red star icon:

- Site:** Royal Albert Edward Infirmary
- Trust:** Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
- Division:** Medicine Division
- Specialty:** Emergency Village / Emergency Care
- Location (exact):** Accident and Emergency

Example:

This second form example is also titled 'Location where the incident occurred' with the same subtitle. It contains six rows of input fields, each marked with a red star icon:

- Site:** Community Location
- Trust:** Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
- Division:** Community Services at WWLFT
- Specialty:** District Nursing (Adults) (Community)
- Location (exact):** Nursing / Residential / Care Home
- Nursing / Residential / Care Home (Name):** (An empty text input field)

Details of the Incident (Description and Immediate Action Taken following the Incident):

Example:

Details of the Incident

Please **DO NOT** enter Personal Names of staff, patients, hospital numbers, mobile/telephone numbers, addresses in the two free text boxes below (e.g., **Description / Immediate Action Taken**). These are classed as Personal Identifiable Information (PII).

This is a request from NHS England for Learning from Patient Safety Events (LFPSE) for ALL new Patient Safety system that records Patient Safety Incidents as part of their Best Practice Standards and Learning [Click here to access NHS England's Directive on 'Personal Identifiable Information \(PII\)'](#).

Please kindly use job title/roles/initials which are acceptable. Thank you for your continued assistance.

*** Description of Incident** TEST INCIDENT - NO RESPONSE REQUIRED

*** Any immediate action taken following the incident, including treatment** TEST INCIDENT

Choosing the correct **'Result'** and **'Severity'**. By Choosing **'No Harm/Injury'** from the drop down menu selections in Result this will only allow you to choose **'No Harm/Injury'** in the **'Severity'** Section. Example:

*** Result** No Injury/Harm/Loss

This is the outcome of the incident

*** Severity of Impact on Patient and/or Clinical Service** No harm/injury

See **'Help ?'** text to determine the Severity of Impact on the Patient or Clinical Service.

If you choose **'Injury/Harm'** in Result then you will have more selections to choose from in Severity (Please Choose Carefully). Example:

*** Result** Injury/Harm/Loss

This is the outcome of the incident

*** Severity of Impact on Patient and/or Clinical Service**

Minor injury or full recovery in < 3 days
 Short term (further treatment or procedure required)
 Severe, permanent or long term (including prolonged psychological harm)
 Death caused by incident

LFPSE

If this is a **Patient Safety Incident** you are reviewing/investigating and there are **no LFPSE Sections / Questions** triggered you will be required to answer the question **'Is the reporters assessment of whether this is a patient safety event correct'** – and choose **NO**.

If there are **LFPSE Sections / Questions to review** – Please answer question **'Is the reporters assessment of whether this is a patient safety event correct'** – and choose **YES**.

LFPSE

★ What kind of event do you want to record? ?

Incident Location
 This is the Site, Division, Specialty, Location
 If you choose the wrong Location Exact Location will be recorded. the text

Incident - Something has happened, or failed to happen, that could have or did lead to patient harm
 Outcome - Something routinely reported locally that at this time does not appear to be a patient safety incident but may have been preceded by one

Please answer the Question: **Is the Reporters assessment of whether this is a Patient Safety Event correct?**

If you deem that this incident is a **Patient Safety Incident** and there are **NO LFPSE Questions/Sections** visible, you **MUST** choose **YES** to trigger these questions and answer these prior to giving the incident Final Approval.

Are you reporting a patient safety event? ? Yes

★ Is the reporters assessment of whether this is a patient safety event correct? ? No

Datix Help: Are you reporting a patient safety event? [x]

A patient safety event is any event that could have or did impact the safety of one or more patients during the provision of health care, including risks to patient safety in the future, and positive events that could be learned form to improve safety.

Datix Help: Is the reporters assessment of whether this is a patient safety event correct? [x]

A patient safety event is any event that could have or did impact the safety of one or more patients during the provision of health care, including risks to patient safety in the future, and positive events that could be learned form to improve safety.

Ensure the LFPSE questions are completed correctly

LFPSE

★ What kind of event do you want to record? ? Incident - Something has happened, or failed to happen, that could have or did lead to patient harm

★ Which service areas were involved? ? Acute, general or specialist services (including inpatient, ED, outpatient and 'outsourced hospital care')

★ Where did the incident happen? ? Hospital

★ Which specialty does the event (incident/risk/outcome) relate to? ?

If Responsible Specialty not found, please specify. ?

★ Were patients involved in this event? ?

* Which things were involved in what went wrong? 

Devices

Medications

Tissues or Organs for transplant

IT Systems or Software

None of the above

Blood

Blood products

Buildings or Infrastructure

Estates Services

* Does the incident appear to relate to any of these known safety challenges? 

Pressure ulcers

Falls

Self harm

Radiotherapy incident

Healthcare associated infection

None of the above

Screening services incident

LFPSE - Adverse Event Governance	
Does this event require statutory notification to CQC?	No 
Does this event meet the national definition of a Never Event? 	No 
Does this event meet the national definition of a Serious Incident? 	No 
Does this incident relate to a baby and/or mother and require notification to HSIB under the defined criteria for maternity investigations?	No 
LFPSE - Involved Persons	
Which people's actions differed from what was expected or intended? 	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> 
How did people's actions differ from what was expected or intended? 	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> 

Mandatory Information Section – when click on any of the drop downs or tick box this will bring up another Section to add additional information.

Mandatory Information	
Was any other person involved in the incident? (e.g. witness, perpetrator of assault, member of staff, etc.)	<input type="checkbox"/>
Was a restrictive intervention used in this Incident?	<input type="text"/>
Is this incident for consideration by Information Governance? [?]	<input type="text"/>
Is this an incident of Violence, Abuse, Aggression, Theft, Loss or Damage?	<input type="checkbox"/>
Does this incident involve the Wigan Mental Health Liaison Team (WMHLT)?	<input type="text"/>

External Notification – these are ‘Read only’ for Investigators:

External Notifications	
Is this a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable incident? [?]	<input type="text"/>
Is this a StEIS (Strategic Executive Information System) reportable incident? [?]	<input type="text"/>

INVESTIGATION SECTION

This should be fully completed by the Investigator of the incident which includes a **Date Started (using the date calendar), Date Completed, Outcome/Findings/Conclusion following review and Lessons Learned/Recommendations.**

The free text boxes ‘Outcome/Findings/Conclusion from your review/investigation and ‘Lessons Learned/recommendations’ should not contain any patient or staff personal identifiers e.g., names, date of birth, hospital / NHS number, telephone numbers, email addresses etc (please see link below for NHS England’s Directive on Personal Identifiable Information:

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fintranet.wvl.nhs.uk%2Fplugins%2Fextranet%2Fwidgets%2Fpolicies%2Fuploads%2F2022-62d01cb4d65351.64070000_okqs7obdck.docx&wdOrigin=BROWSELINK

For Example: if there are 2 patient’s use ‘**Patient A and Patient B**’ or ‘**Mr D**’ or ‘**Mrs S**’ or if staff member identified use initial and job title e.g., ‘**BS (Datix Administrator)**’. The information in these Sections must be ‘**Factual**’ and not **opinion**.

Investigation Details Section

Enter facts, not opinions, and avoid abbreviations (if possible).

Please **DO NOT** enter Personal Names of staff, patients, hospital numbers, mobile/telephone numbers, addresses in the two free text boxes below (e.g., **Outcome/Findings/Conclusion following Investigation and Lessons Learned/Recommendations/Duty of Candour**). These are classed as Personal Identifiable Information (PII).

This is a request from NHS England for Learning from Patient Safety Events (LFPSE) for **ALL** new Patient Safety system that records Patient Safety Incidents as part of their Best Practice Standards and Learning [Click here to access NHS England's Directive on 'Personal Identifiable Information \(PII\)'](#).

Please kindly use job title/roles/initials which are acceptable. Thank you for your continued assistance.

Date Started
(This is a Mandatory field and is to be completed when moving incidents from 'New Incidents to Be Opened' to 'Under Investigation')
(dd/MM/yyyy)

Date completed (dd/MM/yyyy)

Action Taken Codes
(You can add any other action taken - eg Divisional Concise or StEIS'd Investigation Reports, 72-hour Rapid Reviews, Statements, Reports sent to ESG, Duty of Candour, RIDDOR - this is a multi-code field)

In the Outcome/findings and Lessons Learned/Recommendations Boxes – must be completed. If a Report has been commissioned – please add the relevant information identified within the report. LFPSE System for NHS England cannot see attached documentation – please read the advice next to the boxes below.

Outcome / Findings / Conclusion following Investigation
(Identified from internal reviews, 72hr rapid review reports, Divisional Concise or StEIS'd Investigation Reports - information from these Reports should be inserted here (**LFPSE cannot see attached documents**) - Please enter facts, not opinions and avoid abbreviations, thank you.)

Lessons Learned / Recommendations / Duty of Candour
(Identified eg from internal reviews, 72hr rapid review reports, Divisional Concise or StEIS'd Investigation Reports - information from these Reports should be inserted here (**LFPSE cannot see attached documents**) - Please enter facts, not opinions and avoid abbreviations, thank you.)

Is a Rapid Review / IPIR / RCA (including Infection Control RCAs) / Concise / Serious Investigation Report required?
Please choose **YES** if a Report has been commissioned/completed.

CONTACTS: People Affected AND Other People Involved.

Example:

People Affected (Patients, Staff and Visitors)

If the Person Affected is the patient - could you kindly please verify, by clicking the patient's name and following the steps, to the incident (this enables the Patient Safety Team to upload to LFPSE and allow the Team to share incidents with External Agencies with the correct details). Thank you.

ID	Type	Subtype	Forenames	Surname	Hospital Number	NHS No.	Date of birth
342251	Patient		WWL	Administrator	0000000		26/05/2023

Create a new Person Affected link

Other People Involved

ID	Type	Subtype	Forenames	Surname	Hospital Number	NHS No.	Date of birth
342250	WWL Employee	Datix Administrator	wwl	administrator			

Create a new Other Contact link

Reporter

Full name: wwl administrator
 Job role/grade: Datix Administrator
 Email address: datix.incidents@wwl.nhs.uk
 Telephone no.: 4770

LFPSE - Reporter

What was your relationship to the incident? Other

If relationship to incident not found, please specify.

Which of these best describes your role? Administrative and clerical staff

Save Cancel

To Approve/Verify the contacts named please follow the following steps:

- a) Move your mouse over the text (name) in Person Affected, this underlines the text, then double click which will then take you into the Contact Details of that person.
- b) In the Contact Details you will have Selections to complete e.g., Patient/Staff Record Number (This is required to be completed if not already), Date of Birth should already have been completed, Forename/Surname which should have already been completed, patient's identified sex, patient's
- c) At the bottom of the page under 'Current Approval Status' – this shows 'Unapproved'. Click 'Check for Matching Contacts'.

Current approval status	Unapproved
Was the person injured in the incident?	<input type="checkbox"/>
<input type="button" value="Check for matching contacts"/> <input type="button" value="Unlink contact"/> <input type="button" value="Back to incident"/>	

If the person is not already on Datix in 'Contacts' the following will show 'Cancel'.

Matching contacts

No contacts found.

If the person is already on Datix then this name will be listed and therefore click 'Choose' against the correct person you need). (If the patient is listed more than once please check the patient details stated and choose the correct one.

Following on from (above), Click Cancel which will take you back to the person’s contact page again. You will notice (below) that the Approval Status section has changed and is now Mandatory (i.e., has the red star next to the wording) and the drop-down arrow allows you to change the approval status to ‘Approved’. Double click to choose ‘Approved’.

Current approval status Unapproved

* Approval status Unapproved

Was the person injured in the incident? Unapproved

Check Rejected contact Back to incident

Once Approved is chosen then click ‘Save’ (or Link to Contact if this option is given).

Current approval status Unapproved

* Approval status Approved

Was the person injured in the incident?

Check for matching contacts Save Unlink contact Back to incident

Once Save is selected Datix will then take you back into the incident. Follow the above Steps to Approve/Verify ALL the other contacts named within the incident form.

If you require further information (or even another staff member if the incident spans across 2 or more Divisions) you can request this via correspondence and feedback. Choose a name from the drop-down menu/arrow in either ‘Staff and Contacts’ or ‘All Users’. Find the name you need and double click so that person’s name is listed in the box. (Don’t forget to add the staff member to the ‘Investigator’ Section as well (or they may not be able to access the incident).

Incident Ownership/Responsibility	
Divisional Incident Lead	<input type="text"/>
Incident Investigators	<input type="text"/>

Correspondence and Feedback

NB, Please note if the User you are sending a message to is **NOT** in the Email Notification List Section in this Incident you will **NEED** to also add them as ‘Investigator’ in the Ownership/Responsibility Section as well sending your message, for access to this incident.

Could you please kindly ensure that you **DO NOT** delete any text within the Message Box as this contains the link to access the incident and also identifies the User sending the message.

Please note that when sending a correspondence/feedback message to a User, Datix.Administrator1@nhs.net is only the generic email address within Datix that sends out all the email notifications (unless it is from Datix WEB/Patient Safety Team, that sends a feedback message to a User).

Please could you kindly ensure that you click ‘FORWARD’ and **NOT** ‘REPLY’ to respond direct to the User who initially sent the message - their name will appear in the body of the message in the email [eg This is a feedback message from [name]. Incident form reference is WEB Ref..... The feedback is:].

Thank you for your kind assistance.

Type in your message in the Box **'Body of Message'**.

NB. You will notice that the link to the incident is contained within the message box. Please do not remove any text in the Body of Message Box – Type your message after 'The Feedback is:' – if you remove the text the User receiving the message will not know who sent the message, with the link to the incident and the WEB number.

The screenshot shows the Datix message composition interface. It includes sections for 'Recipients' (Staff and contacts, All users), 'Message' (Subject, Body of message), and 'Attachments'. The 'Body of message' field contains the following text: "This is a feedback message from IWL Administrator. Incident form reference is WEB137615. The feedback is: Please go to https://datix.xw1.nhs.uk/demo/index.php?action=incident&recordid=178738 to view and action it as appropriate." Below the message field are 'Send message', 'Message history', and 'Attachments' sections. At the bottom, there are 'Save' and 'Cancel' buttons.

Click **'Send Message'**



Once your message is sent click the save button either at the end/bottom of the Datix Incident or the icon **'Save'** bottom left-hand corner of your screen.



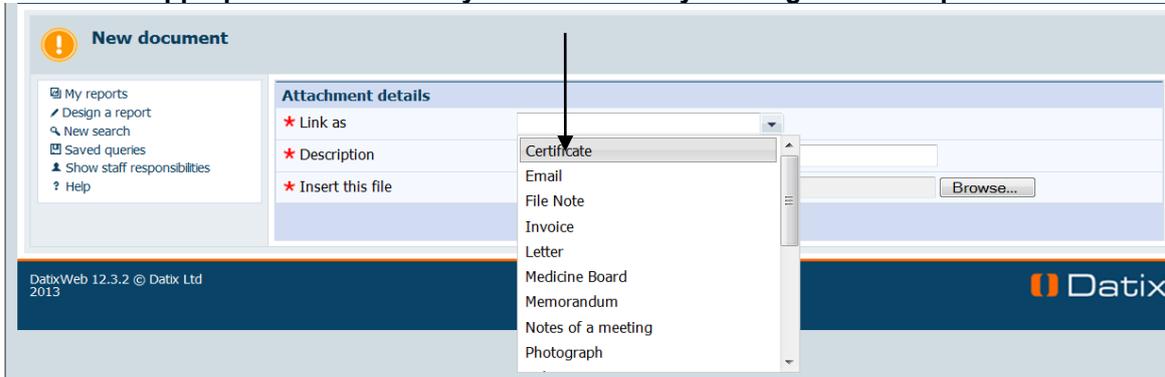
Once saved this will save the message in the **'Message History'** Section below which you can use as your audit trail.

If you find that the person you require is not listed in **'All users'**, this possibly means that they are not on Datix as an **'Investigator'** or **'Final Approver'**. In this case you will need to save a copy of the Form and send as an attachment via normal email/outlook. To do this:

ADD A DOCUMENT - If there are any documents (eg, statement, risk assessment, RCA, Rapid Review Report, email, guidance, Medicine reflection document etc) relating to this incident that need attaching this can be done via this section. Click **'Add a New Document'** and follow the steps.

The screenshot shows the 'Documents' section in the Datix interface. It includes a heading 'Documents', a description: "You can view here any documents attached by the reporter or investigator(s) of the incident. Click *Attach a new document* if you wish to add to the document history for this incident.", and a section titled 'No documents.' with a link 'Attach a new document' below it. An arrow points to the 'Attach a new document' link.

Choose an appropriate 'Link as' for your document by clicking on the drop down arrow.



Name/Describe your document you are attaching/inserting.

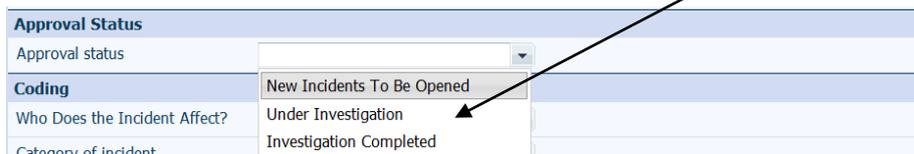


Click on 'Browse' to find the document (within your pc system) where you have saved this to insert this file/document e.g., Desktop.



Once your document etc is attached click 'Save'.

Once all of the above is completed and checks made throughout the relevant sections, ensure that you chose, using the drop down arrow, to give your incident 'Investigation Completed'. This will alert your Matron, HoN, Governance Lead that you have completed your investigation of the incident.

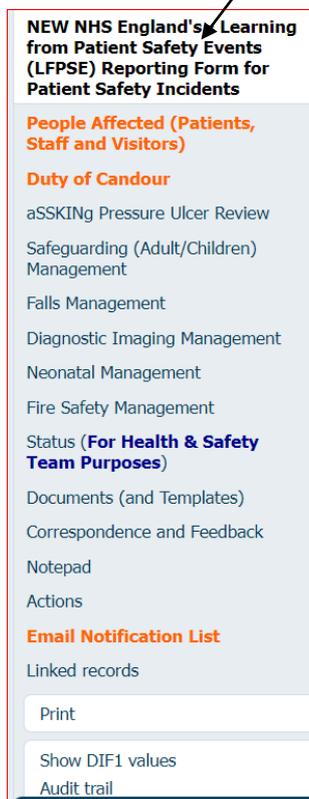


Finally before you exit the incident please ensure you click **'SAVE'** (2 ways to complete this).

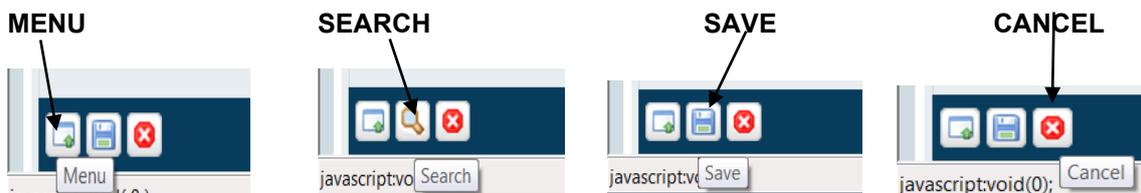


Handy Tips

By scrolling over the text in the **left-hand column** this will highlight each Section in **'orange'** and if you double click for example **'People Affected'** this will take you straight to the particular Section.



The icons in the bottom left-hand corner of your Datix will show in this manner in every incident you are in.



APPENDIX 3

SCREEN SHOTS FOR 'FINAL APPROVERS' ON DATIX WEB WITH LFPSE QUESTIONS

When an incident has been investigated and taken to Approval Status '**Investigation Completed**' or '**Awaiting Divisional Approval**' there a number of important checks that **MUST** be completed prior to the incident being given '**Final Approval**' status

(which will assist in the correct information being uploaded to the 'Learning from Patient Safety Events' (LFPSE) – only applicable to Patient Safety Incidents as soon as the incident is saved with the additional information).

Checking '**Name & Reference and Key Dates**' are correct.
Example:

NEW NHS England's - Learning from Patient Safety Events (LFPSE) Reporting Form for Patient Safety Incidents	
*** PLEASE READ ALL SECTIONS CAREFULLY ***	
Please answer the Question: Is the Reporters assessment of whether this is a Patient Safety Event correct?	
If you deem that this incident is a Patient Safety Incident and there are NO LFPSE Questions/Sections visible, you MUST choose YES to trigger these questions and answer these prior to giving the incident Final Approval.	
Name and Reference	
* Name ?	ADMINISTRATOR WWL
DATIX ID ?	178738
WEB Ref ?	WEB137615
Key Dates	
* Incident date (dd/MM/yyyy) ?	26/05/2023
Incident Time (hh:mm)	
Time Band ?	
Reported Date (dd/MM/yyyy)	26/05/2023
Reported Time (hh:mm) ?	17:14
Opened date (dd/MM/yyyy) ?	17/08/2023

Approval status – when you have completed your review/investigation – move the incident using the drop down arrow to '**Investigation Completed**':

Incident Ownership/Responsibility	
Divisional Incident Lead	<input type="text"/>
Incident Investigators ?	<input type="text"/>
Approval Status	
Current approval status	New Incidents To Be Opened
* Approval status after save	New Incidents To Be Opened
Categorisation of Incident	
* Who does the incident affect	New Incidents To Be Opened
* Category of Incident	Under Investigation
* Subcategory of Incident ?	Investigation Completed
	Awaiting Divisional Approval
	Approved and Closed
	Rejected Incidents

If the incident is a pressure ulcer,

CODING: Has the incident been coded correctly in **Category and Sub-Category?**

If the incident has initially been coded as a **Present on Admission Category 1 or 2 Pressure Ulcer** – and following review and **verification this is a Moisture lesion present on admission** – please **amend the Category/Sub-Category and Severity of Harm to correspond with your verification of the wound prior to giving the incident 'Investigation Completed/Final Approval'**.

The screenshot shows a web form for incident coding. The 'Subcategory of incident' dropdown menu is open, displaying a list of categories including: Antenatal Period Problems, Blood and Blood Product incidents, Communication, Confidentiality and Consent, Conduct, Confidentiality and Communication, Diagnosis (and investigations), Direct Care (Patient Safety Incident), Documentation and Records, and Discharge related Incidents.

Location where the Incident occurred (including Site, Division, Specialty and Location Exact):
Example:

Location where the incident occurred This is the Site, Division, Specialty, Location Exact where the Incident occurred	
* Site	Royal Albert Edward Infirmary
* Trust	Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
* Division	Medicine Division
* Specialty	Emergency Village / Emergency Care
* Location (exact)	Accident and Emergency

Example:

Location where the incident occurred This is the Site, Division, Specialty, Location Exact where the Incident occurred	
* Site	Community Location
* Trust	Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
* Division	Community Services at WWLFT
* Specialty	District Nursing (Adults) (Community)
* Location (exact)	Nursing / Residential / Care Home
* Nursing / Residential / Care Home (Name)	

Details of the Incident (Description and Immediate Action Taken following the Incident):
Example:

Details of the Incident	
<p>Please DO NOT enter Personal Names of staff, patients, hospital numbers, mobile/telephone numbers, addresses in the two free text boxes below (e.g., Description / Immediate Action Taken). These are classed as Personal Identifiable Information (PII).</p> <p>This is a request from NHS England for Learning from Patient Safety Events (LFPSE) for ALL new Patient Safety system that records Patient Safety Incidents as part of their Best Practice Standards and Learning Click here to access NHS England's Directive on Personal Identifiable Information (PII).</p> <p>Please kindly use job title/roles/initials which are acceptable. Thank you for your continued assistance.</p>	
* Description of Incident	TEST INCIDENT - NO RESPONSE REQUIRED
* Any immediate action taken following the incident, including treatment	TEST INCIDENT

Choosing the correct 'Result' and 'Severity'. By Choosing 'No Harm/Injury' from the drop down menu selections in Result this will only allow you to choose 'No Harm/Injury' in the 'Severity' Section. Example:

The screenshot shows a form with two main sections. The first section is labeled '* Result' and contains the text 'This is the outcome of the incident' and a dropdown menu with 'No Injury/Harm/Loss' selected. The second section is labeled '* Severity of Impact on Patient and/or Clinical Service' and contains the text 'See 'Help ?' text to determine the Severity of Impact on the Patient or Clinical Service.' and a dropdown menu with 'No harm/injury' selected. An orange arrow points from the text above to the 'No Injury/Harm/Loss' dropdown.

If you choose 'Injury/Harm' in Result then you will have more selections to choose from in Severity (Please Choose Carefully). Example:

The screenshot shows the same form as above, but with 'Injury/Harm/Loss' selected in the 'Result' dropdown. The 'Severity of Impact on Patient and/or Clinical Service' dropdown menu is expanded, showing four options: 'Minor injury or full recovery in < 3 days', 'Short term (further treatment or procedure required)', 'Severe, permanent or long term (including prolonged psychological harm)', and 'Death caused by incident'. An orange arrow points from the text above to the expanded dropdown menu.

If this is a Patient Safety Incident you are reviewing/investigating and there are no LFPSE Sections / Questions triggered you will be required to answer the question 'Is the reporters assessment of whether this is a patient safety event correct' – and choose NO.

If there are LFPSE Sections / Questions to review – Please answer question 'Is the reporters assessment of whether this is a patient safety event correct' – and choose YES.

The screenshot shows the 'LFPSE' section of the form. It contains a question: '* What kind of event do you want to record?' with a dropdown menu. The dropdown menu is open, showing two options: 'Incident - Something has happened, or failed to happen, that could have or did lead to patient harm' and 'Outcome - Something routinely reported locally that at this time does not appear to be a patient safety incident but may have been preceded by one'. Below the dropdown menu, there is a section for 'Incident Location' with the text 'This is the Site, Division, Specialty, Location' and a note: 'If you choose the wrong Location Exact'. The text 'the text' is visible at the bottom right of the screenshot.

Please answer the Question: Is the Reporters assessment of whether this is a Patient Safety Event correct?

If you deem that this incident is a Patient Safety Incident and there are NO LFPSE Questions/Sections visible, you MUST choose YES to trigger these questions and answer these prior to giving the incident Final Approval.

The screenshot shows two questions. The first question is 'Are you reporting a patient safety event?' with a dropdown menu set to 'Yes'. The second question is '* Is the reporters assessment of whether this is a patient safety event correct?' with a dropdown menu set to 'No'. A green arrow points to the 'No' selection in the second question.

Datix Help: Are you reporting a patient safety event? [x]

A patient safety event is any event that could have or did impact the safety of one or more patients during the provision of health care, including risks to patient safety in the future, and positive events that could be learned from to improve safety.

Close

Datix Help: Is the reporters assessment of [x] whether this is a patient safety event correct?

A patient safety event is any event that could have or did impact the safety of one or more patients during the provision of health care, including risks to patient safety in the future, and positive events that could be learned from to improve safety.

Close

Ensure the LFPSE questions are completed correctly

LFPSE

* What kind of event do you want to record? ? Incident - Something has happened, or failed to happen, that could have or did lead to patient harm ▾

* Which service areas were involved? ? Acute, general or specialist services (including inpatient, ED, outpatient and 'outsourced hospital care') ✖

▾

* Where did the incident happen? ? Hospital ▾

* Which specialty does the event (incident/risk/outcome) relate to? ? ▾

If Responsible Specialty not found, please specify. ?

* Were patients involved in this event? ? ▾

* Which things were involved in what went wrong? ? ✖

▾

- Devices
- Medications
- Tissues or Organs for transplant
- IT Systems or Software
- None of the above
- Blood
- Blood products
- Buildings or Infrastructure
- Estates Services

* Does the incident appear to relate to any of these known safety challenges? ? ✖

▾

- Pressure ulcers
- Falls
- Self harm
- Radiotherapy incident
- Healthcare associated infection
- None of the above
- Screening services incident

LFPSE - Adverse Event Governance	
Does this event require statutory notification to CQC?	No
Does this event meet the national definition of a Never Event?	No
Does this event meet the national definition of a Serious Incident?	No
Does this incident relate to a baby and/or mother and require notification to HSIB under the defined criteria for maternity investigations?	No
LFPSE - Involved Persons	
Which people's actions differed from what was expected or intended?	<input type="text"/>
How did people's actions differ from what was expected or intended?	<input type="text"/>

Mandatory Information Section – when click on any of the drop downs or tick box this will bring up another Section to add additional information.

Mandatory Information	
Was any other person involved in the incident? <small>(e.g. witness, perpetrator of assault, member of staff, etc.)</small>	<input type="checkbox"/>
Was a restrictive intervention used in this Incident?	<input type="text"/>
Is this incident for consideration by Information Governance?	<input type="text"/>
Is this an incident of Violence, Abuse, Aggression, Theft, Loss or Damage?	<input type="checkbox"/>
Does this incident involve the Wigan Mental Health Liaison Team (WMHLT)?	<input type="text"/>

External Notification (this is for the Health & Safety team and Patient Safety team):

External Notifications	
Is this a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable incident?	<input type="text"/>
Is this a StEIS (Strategic Executive Information System) reportable incident?	<input type="text"/>

INVESTIGATION SECTION

This should be fully completed by the Investigator of the incident which includes a **Date Started (using the date calendar), Date Completed, Outcome/Findings/Conclusion following review and Lessons Learned/Recommendations.**

The free text boxes 'Outcome/Findings/Conclusion from your review/investigation and 'Lessons Learned/recommendations' should not contain any patient or staff personal identifiers e.g., names, date of birth, hospital / NHS number, telephone numbers, email addresses etc (please see link below for NHS England's Directive on Personal Identifiable Information:

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fintranet.wvl.nhs.uk%2Fplugins%2Fextranet%2Fwidgets%2Fpolicies%2Fuploads%2F2022-62d01cb4d65351.64070000_okqs7obdck.docx&wdOrigin=BROWSELINK

For Example: if there are 2 patient's use '**Patient A and Patient B**' or '**Mr D**' or '**Mrs S**' or if staff member identified use initial and job title e.g., '**BS (Datix Administrator)**'. The information in these Sections must be '**Factual**' and not **opinion**.

Investigation Details Section

Enter facts, not opinions, and avoid abbreviations (if possible).

Please DO NOT enter Personal Names of staff, patients, hospital numbers, mobile/telephone numbers, addresses in the two free text boxes below (e.g., Outcome/Findings/Conclusion following Investigation and Lessons Learned/Recommendations/Duty of Candour). These are classed as Personal Identifiable Information (PII).

This is a request from NHS England for Learning from Patient Safety Events (LFPSE) for ALL new Patient Safety system that records Patient Safety Incidents as part of their Best Practice Standards and Learning [Click here to access NHS England's Directive on 'Personal Identifiable Information \(PII\)'](#).

Please kindly use job title/roles/initials which are acceptable. Thank you for your continued assistance.

Date Started (This is a Mandatory field and is to be completed when moving incidents from 'New Incidents to Be Opened' to 'Under Investigation') (dd/MM/yyyy)	<input type="text"/>
Date completed (dd/MM/yyyy)	<input type="text"/>
Action Taken Codes (You can add any other action taken - eg Divisional Concise or StEIS'd Investigation Reports, 72-hour Rapid Reviews, Statements, Reports sent to ESG, Duty of Candour, RIDDOR - this is a multi-code field)	<input type="text"/>

In the Outcome/findings and Lessons Learned/Recommendations Boxes – must be completed. If a Report has been commissioned – please add the relevant information identified within the report. LFPSE System for NHS England cannot see attached documentation – please read the advice next to the boxes below.

Outcome / Findings / Conclusion following Investigation (Identified from internal reviews, 72hr rapid review reports, Divisional Concise or StEIS'd Investigation Reports - information from these Reports should be inserted here (LFPSE cannot see attached documents) - Please enter facts, not opinions and avoid abbreviations, thank you.

Lessons Learned / Recommendations / Duty of Candour (Identified eg from internal reviews, 72hr rapid review reports, Divisional Concise or StEIS'd Investigation Reports - information from these Reports should be inserted here (LFPSE cannot see attached documents) - Please enter facts, not opinions and avoid abbreviations, thank you.

Is a Rapid Review / IPIR / RCA (including Infection Control RCAs) / Concise / Serious Investigation Report required?
Please choose **YES** if a Report has been commissioned/completed.

CONTACTS: People Affected AND Other People Involved.

Example:

People Affected (Patients, Staff and Visitors)

If the Person Affected is the patient - could you kindly please verify, by clicking the patient's name and following the steps, to the incident (this enables the Patient Safety Team to upload to LFPSE and allow the Team to share incidents with External Agencies with the correct details). Thank you.

ID	Type	Subtype	Forenames	Surname	Hospital Number	NHS No.	Date of birth
342251	Patient		WWL	Administrator	0000000		26/05/2023

Create a new Person Affected link

Other People Involved

ID	Type	Subtype	Forenames	Surname	Hospital Number	NHS No.	Date of birth
342250	WWL Employee	Datix Administrator	wwl	administrator			

Create a new Other Contact link

Reporter

Full name: wwl administrator
 Job role/grade: Datix Administrator
 Email address: datix.incidents@wwl.nhs.uk
 Telephone no.: 4770

LFPSE - Reporter

What was your relationship to the incident? Other

If relationship to incident not found, please specify.

Which of these best describes your role? Administrative and clerical staff

Save Cancel

To Approve/Verify the contacts named please follow the following steps:

d) Move your mouse over the text (name) in Person Affected, this underlines the text, then double click which will then take you into the Contact Details of that person.

e) In the Contact Details you will have Selections to complete e.g., Patient/Staff Record Number (This is required to be completed if not already), Date of Birth should already have been completed, Forename/Surname which should have already been completed, patient's identified sex, patient's ethnicity. At the bottom of the page under 'Current Approval Status' – this shows 'Unapproved'. Click 'Check For Matching Contacts'.

Current approval status: Unapproved

Was the person injured in the incident?

Check for matching contacts | Unlink contact | Back to incident

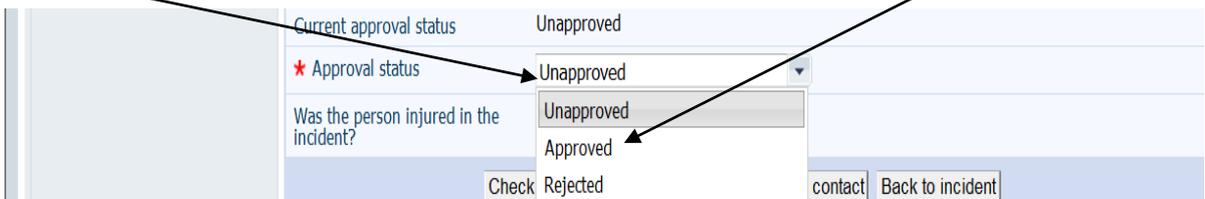
If the person is not already on Datix in **‘Contacts’** the following will show **‘Cancel’**.



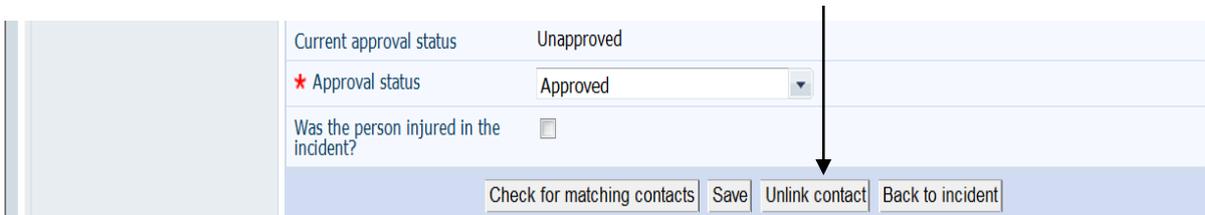
If the person is already on Datix then this name will be listed and therefore click **‘Choose’** against the correct person you need). (If the patient is listed more than once please check the patient details stated and choose the correct one.



Following on from (above), Click Cancel which will take you back to the person’s contact page again. You will notice (below) that the Approval Status section has changed and is now Mandatory (i.e., has the red star next to the wording) and the drop-down arrow allows you to change the approval status to **‘Approved’**. Double click to choose **‘Approved’**.



Once Approved is chosen then click **‘Save’** (or Link to Contact if this option is given).



Once Save is selected Datix will then take you back into the incident. **Follow the above Steps to Approve/Verify ALL the other contacts named within the incident form.**

If you require further information (or even another staff member if the incident spans across 2 or more Divisions) you can request this via correspondence and feedback. Choose a name from the drop-down menu/arrow in either **‘Staff and Contacts’** or **‘All Users’**. Find the name you need and double click so that person’s name is listed in the box. (Don’t forget to add the staff member to the **‘Incident Investigator’** Section as well (or they may not be able to access the incident).



Correspondence and Feedback

NB. Please note if the User you are sending a message to is **NOT** in the Email Notification List Section in this Incident you will **NEED** to also add them as **'Investigator'** in the Ownership/Responsibility Section as well sending your message, for access to this incident.

Could you please kindly ensure that you **DO NOT** delete any text within the Message Box as this contains the link to access the incident and also identifies the User sending the message.

Please note that when sending a correspondence/feedback message to a User, Datix.Administrator1@nhs.net is only the generic email address within Datix that sends out all the email notifications (unless it is from Datix WEB/Patient Safety Team, that sends a feedback message to a User).

Please could you kindly ensure that you click **'FORWARD'** and **NOT 'REPLY'** to respond direct to the User who initially sent the message - their name will appear in the body of the message in the email [eg This is a feedback message from [name]. Incident form reference is WEB Ref:..... The feedback is:].

Thank you for your kind assistance.

Type in your message in the Box **'Body of Message'**.

NB. You will notice that the link to the incident is contained within the message box. **Please do not remove any text in the Body of Message Box – Type your message after 'The Feedback is:' – if you remove the text the User receiving the message will not know who sent the message, with the link to the incident and the WEB number.**

Click **'Send Message'**



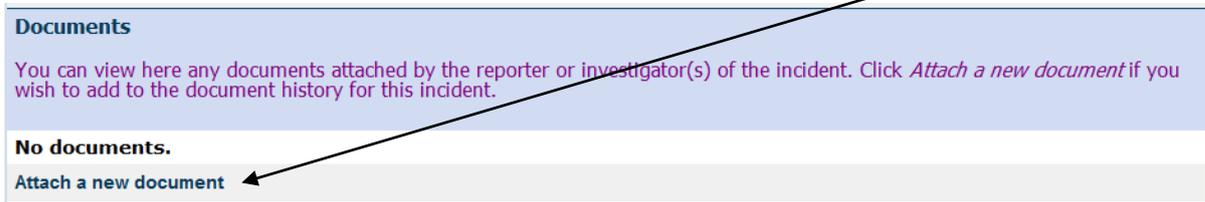
Once your message is sent click the save button either at the end/bottom of the Datix Incident or the icon **'Save'** bottom left-hand corner of your screen.



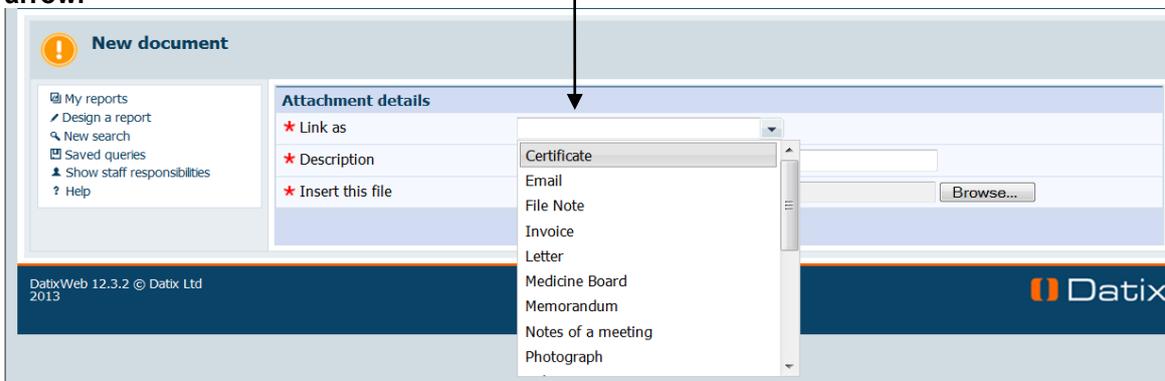
Once saved this will save the message in the **'Message History'** Section below which you can use as your audit trail.

If you find that the person you require is not listed in **'All users'**, this possibly means that they are not on Datix as an **'Investigator'** or **'Final Approver'**. In this case you will need to save a copy of the Form and send as an attachment via normal email/outlook.

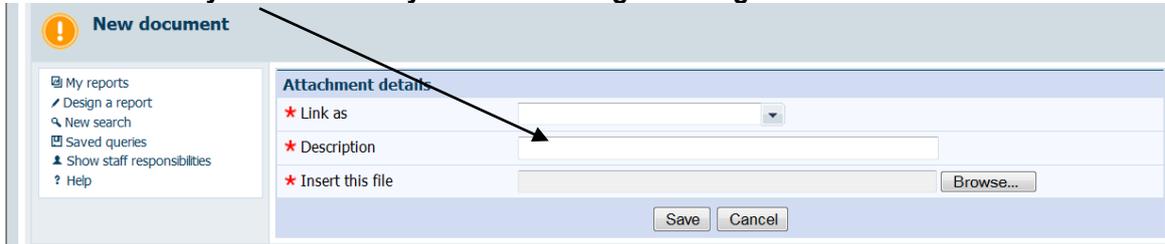
ADD A DOCUMENT - If there are any documents (e.g., statement, risk assessment, RCA, Rapid Review Report, email, guidance, Medicine reflection document etc relating to this incident that need attaching this can be done via this section. Click **'Add a New Document'** and follow the steps.



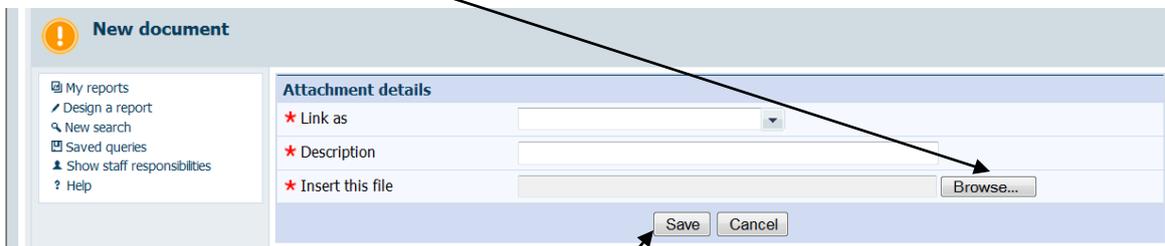
(a) Choose an appropriate **'Link as'** for your document by clicking on the drop down arrow.



Name/Describe your document you are attaching/inserting.



Click on **'Browse'** to find the document (within your pc system) where you have saved this to insert this file/document.



Once your document etc is attached click **'Save'**.

Once all of the above is completed and checks made throughout the relevant sections, ensure that you chose, using the drop down arrow, to give your incident 'Final Approval/Approved and Closed'.

Approval Status	
Approval status	<input type="text"/>
Coding	<input type="text"/>
Incident affecting	<input type="text"/>
Type of Incident	<input type="text"/>
Category of Incident	<input type="text"/>

- New Incidents To Be Opened
- Under Investigation
- Investigation Completed
- Awaiting Divisional Approval
- Approved and Closed

Finally before you exit the incident please ensure you click 'SAVE' (2 ways to complete this).

Save Cancel

Datix

Handy Tips

By scrolling over the text in the left-hand column this will highlight each Section in 'orange' and if you double click for example 'People Affected' this will take you straight to the particular Section.

NEW NHS England's - Learning from Patient Safety Events (LFPSE) Reporting Form for Patient Safety Incidents

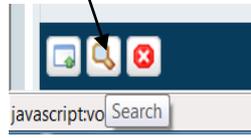
- People Affected (Patients, Staff and Visitors)
- Duty of Candour
- aSKINg Pressure Ulcer Review
- Safeguarding (Adult/Children) Management
- Falls Management
- Diagnostic Imaging Management
- Neonatal Management
- Fire Safety Management
- Status (For Health & Safety Team Purposes)
- Documents (and Templates)
- Correspondence and Feedback
- Notepad
- Actions
- Email Notification List
- Linked records
- Print
- Show DIF1 values
- Audit trail

The icons in the bottom left-hand corner of your Datix will show in this manner in every incident you are in.

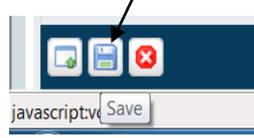
MENU



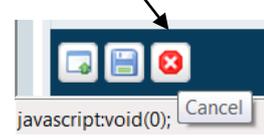
SEARCH



SAVE



CANCEL



Equality Impact Assessment Form

STAGE 1 - INITIAL ASSESSMENT

APPENDIX 4

For each of the protected characteristics listed answer the questions below using Y to indicate Yes and N to indicate No	Sex <small>(male / female / transgender)</small>	Age <small>(18 years+)</small>	Race / Ethnicity	Disability <small>(hearing / visual / physical / learning disability / mental health)</small>	Religion / Belief	Sexual Orientation <small>(Gay/Lesbian/ Bisexual)</small>	Gender Re-Assignment	Marriage / Civil Partnership	Pregnancy & Maternity	Carers	Other Group	List Negative / Positive Impacts Below
Does the policy have the potential to affect individuals or communities differently in a negative way?	n	n	n	n	n	n	n	n	n	n	n	
Is there potential for the policy to promote equality of opportunity for all / promote good relations with different groups – Have a positive impact on individuals and communities.	y	y	y	y	y	y	y	y	y	y	y	
In relation to each protected characteristic, are there any areas where you are unsure about the impact and more information is needed?	n	n	n	n	n	n	n	n	n	n	n	If Yes: Please state how you are going to gather this information.

Job Title	Datix Administrator		Date	2 November 2023
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IF 'YES an NEGATIVE IMPACT' IS IDENTIFIED - A Full Equality Impact Assessment STAGE 2 Form must be completed. This can be accessed via <http://intranet/Departments/Equality Diversity/Equality Impact Assessment Guidance.asp>

Please note: As a member of Trust staff carrying out a review of an existing or proposal for a new service, policy or function you are required to complete an Equality Impact Assessment. By stating that you have NOT identified a negative impact, you are agreeing that the organisation has NOT discriminated against any of the protected characteristics. Please ensure that you have the evidence to support this decision as the Trust will be liable for any breaches in Equality Legislation.

APPENDIX 5

POLICY MONITORING AND REVIEW ARRANGEMENTS

Para	Audit / Monitoring requirement	Method of Audit / Monitoring	Responsible person	Frequency of Audit	Monitoring committee	Type of Evidence	Location where evidence is held
9.1	Rolling monthly review of compliance of in date documents	Project Officer to advise author 6 months in advance of review date and advise PSG of overall Trust compliance	Project Officer	Monthly rolling programme	PSG	Monthly compliance report	Team Drive: Director of Nursing/PARG
9.4	Monthly Performance of Divisional compliance rates and status of incident submissions within reporting timeframes	Datix Administrator to undertake monthly audit and provide a report	Datix Administrator	Monthly	Datix Quality Improvement Group	Monthly compliance report	Team Drive: Director of Nursing/Datix Administrator