

Incident Reporting on DATIX



All employees can report incidents through Datix (as long as the computer is linked to the Trust Network)

What should you report ?

Any adverse incident which has the potential to produce unexpected or unwanted effects, or any incident which has a consequence or a learning point. ie. An event that causes a loss, injury or a near miss to a patient, staff or others.

Example incidents that should be reported:

Clinical Issues – Medication, poor transfers of care, infection issues, medical device failure, delays in treatment, unexpected outcomes, pressure sores.

Environment Issues – Accidents, violence and aggression, staff ill health directly related to their work.

Professional Issues – Records, breaches of confidentiality, standards, registration.

Services – loss of service, loss of data, performance issues, financial losses.

Why should you report an incident ?

By reporting an incident you are creating an official 'record of the event', and the details can be recalled and referred to in the future. The analysing of incidents enables us to learn from events, the developing and improving services, and identify training needs. It is important that you report the incident at your earliest opportunity, ideally within 24 hours, whilst the event is fresh in your mind. Further details can be added to the incident report at a later date.

How do you report ?

Many Community Trust computers will already have a Datix Icon on the desktop to access the Datix Incident form.

You **DO NOT** need a Datix login or password.

If you haven't got the Datix Icon on your computer you can add it by typing the following address into your web browser:

<http://10.131.89.35/datix/live/index.php>

You can then save the link as an icon on your Desktop. To do this, when the Datix screen appears, click **File, Send, Shortcut to Desktop**

What happens after you have submitted an incident ?

When you have submitted an incident, an incident reference number will be shown on your screen to confirm receipt. It is a good idea to make a note of the reference number in case you need to refer to it in the future. E-mail notification will be sent to your line manager, to inform them of the event, and your line manager will be able to access all the incident information when they log on to their computer. A copy e-mail will also be sent to the Risk Management Office to notify them of the event.

What about feedback ?

Your line manager is able to provide feedback about the event, and record the details directly onto Datix. Additionally your line manager should provide feedback to the reporter of the incident. Reports are regularly generated from Datix, to highlight incident trends, and the reports are presented and discussed at Trust meetings.

Datix Incident Form

The screenshot shows the 'DATIX Incident Form (DIF1)' interface. At the top, there are links for 'New Form' and 'Login'. The form is titled 'DATIX Incident Form (DIF1)' and contains several sections:

- Incident details:** A dropdown menu for 'Type'.
- Incident date:** A date picker field labeled 'Incident date (dd/MM/yyyy)'.
- Time:** A time input field labeled 'Time (hh:mm)'. Below it, a note states: 'The time the incident took place NOT the time of reporting. Use 24hour clock.'
- Trust:** A dropdown menu showing 'Shropshire Community Health NHS Trust'.
- Directorate/Division:** A dropdown menu with a note: 'Fill in Directorate, Area, Service and Speciality in order. This will help to ensure you get the correct location.'
- Area:** A dropdown menu.
- Service:** A dropdown menu.
- Speciality:** A dropdown menu.
- Description:** A text area with a note: 'Enter facts, not opinions. Do not enter names of people'.
- Action taken:** A text area with a note: 'Enter action taken at the time of the incident'.

Choose one of the following depending on the type of incident:

- PATIENT** incident
- STAFF** incident
- OTHER PERSON** incident
- SECURITY** incident
- FIRE** incident

*** DO NOT USE ***
) Purple Card
) Serious Untoward Incident (SUI)

The **date** the **incident** took place.

The **time** the **incident** took place.

These relate to what **service you work for** rather than where the incident occurred.

You must enter your service details in the order they are requested on the form.

A brief description of **what happened**.

A brief description of **what you did**.

Other Organisations Involved

If the incident involves other organisations, e.g. care homes, please select them from the list. If they are not on the list please select "please add" and name the organisation in the description section

Additional Information

Was any person involved in the incident?

Could be a member of staff or patient, dependent on the incident type. Please ensure that persons details are entered where there is a specific injury or effect

Were there any witnesses to the incident?

Was any employee involved in the incident?

Was any other contact involved in the incident?

Was any equipment involved in the incident?

Was this a medication incident?

Are there any documents to be attached to this record?
e.g. photographs

All incidents

* Are there Safeguarding issues(Adults/Children)?

Are there concerns about abuse or neglect to children or vulnerable adults that may lead to a safeguarding referral.

* Was CPR used?

* Is this a Controlled Drugs Incident?

* Is this a patient fall?

* Is this a pressure sore incident?

* Is this a sharps incident

If this is a used instrument contact Occupational Health or A&E out of hours

Incident Severity and Result

* Result

You can add another organisation eg. A **Nursing** or **Residential Care** Home.

Add the contact information for other people who were involved with/witnessed the incident.

Add details regarding medication.

Attach an electronic document to the incident form.

Yes / No

If you answer YES, you will be asked for further information.

Yes / No

If you answer YES, you will be asked for further information.

Yes / No

If you answer YES, you will be asked for further information.

Yes / No

Yes / No

If you answer YES, you will be asked for further information.

Yes / No

Choose from:
Harm, No Harm or Near Miss

★ Actual Impact

★ Risk grading

CONSEQUENCE:
 1=None
 2=Minor
 3=Moderate
 4=Major
 5=Catastrophic

LIKELIHOOD:
 1=Cannot believe this will ever happen again
 2=Don't expect to happen again, but is possible
 3=May occur occasionally
 4=Will occur but not persistently
 5=Will undoubtedly occur, possibly frequently

Consequence:

Likelihood of recurrence:

Grade:

Your Manager

★ Your Manager

Details of person reporting the incident

Reporter

★ Forenames

★ Surname

★ Email

Choose from:

- Death, very serious harm or very significant loss to the Trust
- Serious harm or significant loss
- Moderate injury or Moderate loss
- Minor injury or minor loss
- No injury or loss
- Not Applicable

Your perception of the risk grading.

If you have chosen the correct Directorate, Area, Service and Speciality, you should see your manager's name contained in the list.

Your name and e-mail address.

Peter Foord – Corporate Risk Manager – 01743 277 661 peter.foord@nhs.net

Anita Bishop – Assistant Risk Manager – 01743 277 660 anita.bishop@nhs.net

