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

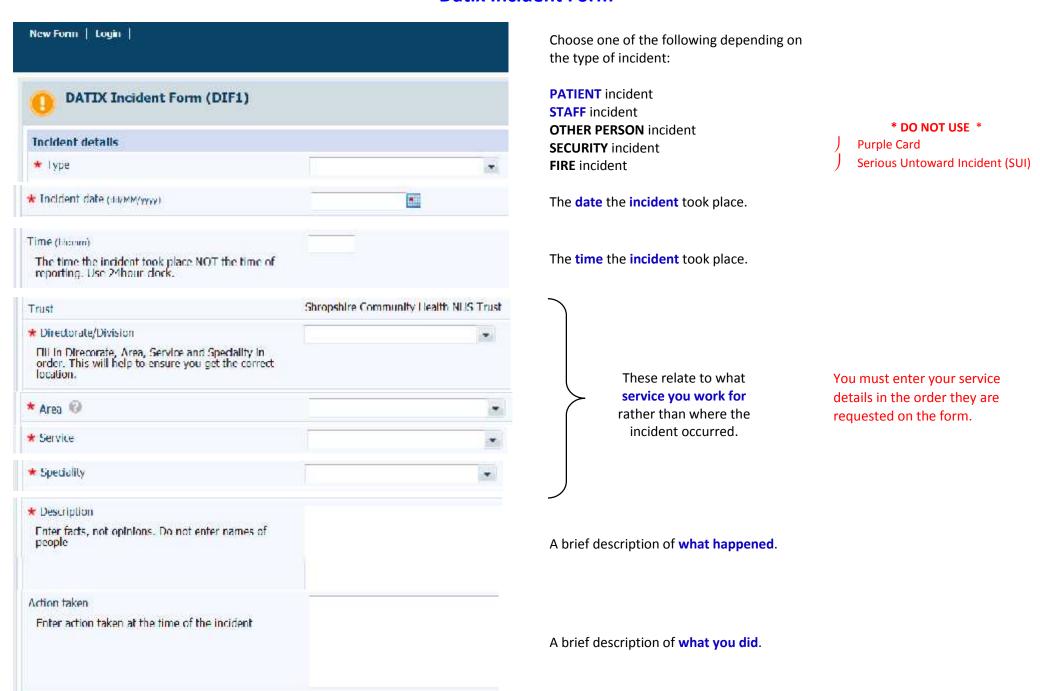
What happens after you have submitted an incident?

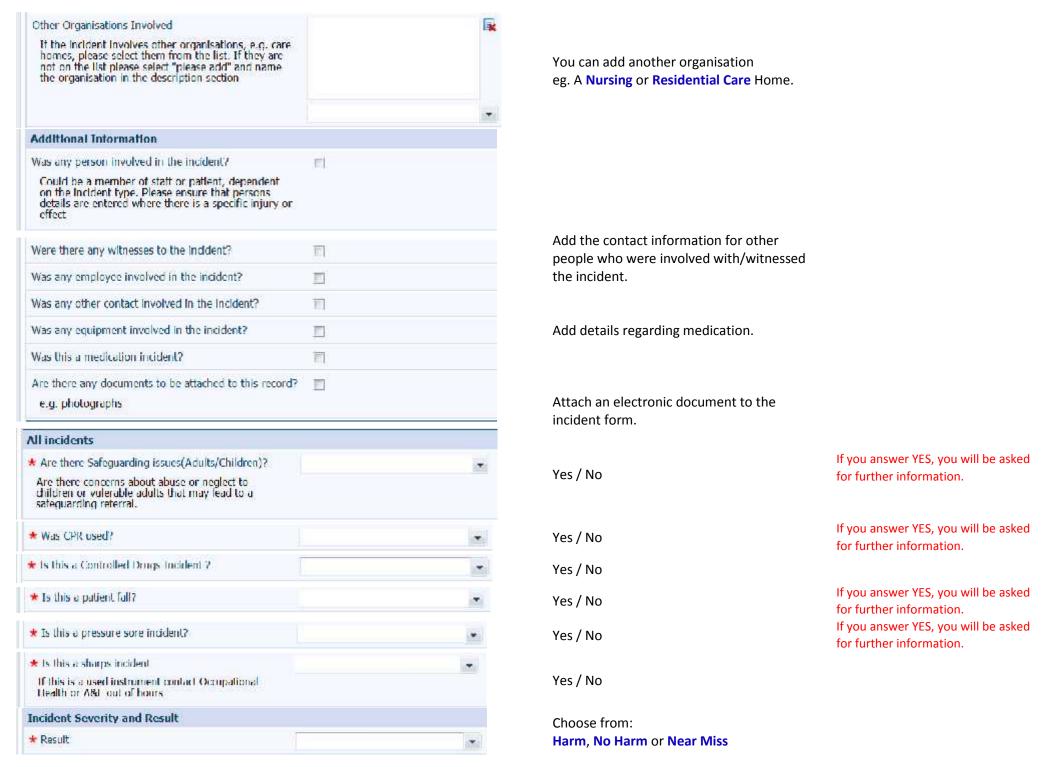
When you have submitted an incident, an incident reference number will be shown on your screen to confirm receipt. It is a good idea to make a note of the reference number in case you need to refer to it in the future. E-mail notification will be sent to your line manager, to inform them of the event, 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







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

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

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.

