

Datix Improvement Q&A

Q. Why have you made changes to the incident reporting system?

A. We have responded to feedback from staff who told us that incident reporting was often time consuming and difficult, and that the information they received from the system was often not meaningful or helpful to them.

Q. What do you hope the changes will achieve?

A. We expect the changes to:

- Improve the user experience
- Extract more value and learning
- Encourage more reporting
- Improve data quality

Q. Will it be easier for me to report an incident?

A. Yes the form will be clearer, the choices you will be required to make more intuitive, and the number of core fields you will be required to complete has been reduced by 25% from 41 to around 30.

Q. What are the main changes I will notice?

A. The incident form will be more user friendly, with less text and general clutter. There will be fewer fields to complete. And there will be fewer, clearer, and more relevant incident categories to choose from. The number of available categories has been reduced from over 50 to around 40, and sub-categories from over 400 to around 300. The number of options you have to choose from when completing the form will, of course, narrow at each stage of categorisation.

Q. What sort of things should I report?

A. This hasn't changed, any unplanned or unexpected event with adverse, or potentially adverse, consequences should be reported. As a guide, there are 9 incident types to choose from on the new system:

1. Care and treatment – incorporating medication errors, problems with treatments/ procedures, unexpected deterioration, infection control, self-harm, legal/MHA issues etc.
2. Violence and aggression – spanning threats and verbal aggression to physical violence and homicide.
3. Slips, trips and falls – accidental and resulting from clinical condition
4. Death
5. Organisational infrastructure – spanning problems related to human resources, estates, IT and communications
6. Health, safety and security – incorporating accidents and dangerous occurrences, fire, breaches of security, vandalism and theft, potential fraud etc.
7. Information governance – spanning staff records, patient records, loss of data/storage systems, and system security
8. Child or young person at risk - to notify of risk of, or potential, harm as well as actual harm
9. Vulnerable adult at risk - again, to notify of risk of, or potential, harm as well as actual harm

Q. How will I access the incident report form?

A. You can access it in exactly the same way, via the link on the homepage of the intranet. You can also save the link to your favourites.

Q. I find the 'contacts' section confusing, will I still need to complete this?

A. Yes, 'contacts' help make the whole system work. We know this section of the form can cause people problems, and whilst it is rather inflexible, we have been able to simplify it a little, and make the choices in the drop downs more meaningful and intuitive. We have also linked a 'how-to guide' to that part of the incident form, to help staff through the process.

Q. I am a manager required to review completed incident reports, this can also be time consuming and complicated. Will this be easier too?

A. Yes. The incident reports themselves will be shorter, and hopefully more complete and accurate, and the additional fields managers are required to complete have been reduced significantly.

Q. When will these changes be made?

A. The new incident form will go live at 9am on Wednesday 2nd April.

Q. What should I do if I am having problems reporting an incident?

A. Please call 0207 6554130, or email datix.support@eastlondon.nhs.uk

Q. Will these changes take time to implement? And will they cause any disruption?

A. All changes will be immediate. The system will be switched off on Monday 31st March, and when the system is operational again on 2nd April, all the changes will be in place and you will find a new incident form to complete.

Q. How will I report incidents whilst the system is down?

A. You will not be able to report incidents during this time. Please make a note of all incidents that take place to enable you to report them once the system is up and running again.

If you have any further questions, please email datix.support@eastlondon.nhs.uk with 'question' in the subject box.

Thank you