**​​​​​​​Reporting Incidents**

# **Breach of All Wales Communication Standards**

* **Can use Datix if serious, or use the SBUHB communication standards form (very short)**
* Access via SBUHB Intranet: [Primary Care Contractors - Incident Reporting (sharepoint.com)](https://nhswales365.sharepoint.com/sites/SBU_Patient_Experience_Risk_and_Legal_Services/SitePages/Datix2.aspx) > Hub sites (at top) > [Patient Experience Risk and Legal Services](https://nhswales365.sharepoint.com/sites/SBU_Patient_Experience_Risk_and_Legal_Services) > [Datix](https://nhswales365.sharepoint.com/sites/SBU_Patient_Experience_Risk_and_Legal_Services/SitePages/Datix.aspx) > [Primary Care Contractors – Incident Reporting](https://nhswales365.sharepoint.com/sites/SBU_Patient_Experience_Risk_and_Legal_Services/SitePages/Datix2.aspx) > [Chief Medical Officers Standards](https://forms.office.com/pages/responsepage.aspx?id=uChWuyjjgkCoVkM8ntyPrkrqQxIEV7pPq-Sj-zIMnsxUNkVRVDFEODA1N0dUQUU1ODMwMTRFWkExNy4u)
* [Chief Medical Officers Standards](https://forms.office.com/pages/responsepage.aspx?id=uChWuyjjgkCoVkM8ntyPrkrqQxIEV7pPq-Sj-zIMnsxUNkVRVDFEODA1N0dUQUU1ODMwMTRFWkExNy4u) is the direct link (but this could change, so access via the route above)
* It is a very short form (Drop down GP Surgery; Date of breach; Which communication standard; Which hospital+dept. Free text further details.)
* [**SBU.PCTSGGovSupport@wales.nhs.uk**](mailto:SBU.PCTSGGovSupport@wales.nhs.uk) **– SBU Primary Care Governance Team for advice**

Datix  
[NHS Wales Shared Services Partnership](https://nwssp.nhs.wales/) > [All Wales Programmes](https://nwssp.nhs.wales/a-wp/) > [Primary Care Wales Incident Reporting](https://nwssp.nhs.wales/a-wp/pcir/) > [General Practitioners](https://nwssp.nhs.wales/a-wp/pcir/general-practitioners/) > [Swansea Bay GP logged out form](https://swanseabay.private.prod-uk.datixcloudiq.co.uk/capture/?form_id=33&module=INC)

* **Only red asterix questions are essential**
* [OnceForWales.CMS@wales.nhs.uk](mailto:OnceForWales.CMS@wales.nhs.uk) **for queries regarding reporting process or technical issues**
* **Location of incident. start typing:**
  + **‘*Morriston hospital’* and *‘Singleton hospital’* will show list of inpatient areas**
  + ***‘outpatient’* will show outpatient areas across all SBUHB hospital sites**
  + **‘*emergency’* shows emergency department and SDEC**
* **Incident type. Common GP issues can be found by** 
  + ***Access* > *Access to services or admission delayed* > *Delay in accessing specialist unit/ward***
  + ***Assessment > Diagnostic testing > Other***
  + ***Communication > Communication Issues > Communication failure with another care setting***
  + ***Medication > Medication prescribing***
  + ***Transfer, Discharge > Discharge > Discharge inappropriate***
* **Reporters view on level of harm and potential harm/priority**
  + ***None*: eg ‘nearly’ given wrong medication**
  + ***Low*: Required minor treatment or extra observation**
  + ***Moderate*: eg transfer to another area, cancelled surgery, change in treatment**
  + ***Severe*: Permanent harm resulted**
  + ***Catastrophic/death*: Directly resulted from incident**