

Reporting Incidents

Datix

Unfortunately the LMC have established that the CMO breach forms that practices have been using to report breaches of the All Wales Communications Standards were not being collated by the HB. Practices should therefore cease to use this reporting tool and log ALL breaches on the All Wales General Practitioners Datix page.

[General Practitioners - NHS Wales Shared Services Partnership](#)

To ensure that SBUHB Primary Care colleagues have access to these it is necessary to use the “**Logged Out datix form**”. If the logged-in form is used this goes straight to the department being reported, and this is not being affectively governed. By sending all datix reports via primary care it will be possible for the HB to monitor trends which will be extremely beneficial as these will be shared with the LMC.

You need to use a NHS email and also need to use the link above and not save the link to SB logged out form directly as the link changes every few months .

Could the LMC ask that you remove and delete any saved links to the previous datix or CMO Reporting tool. We recognise the effort that reporting takes but feel that this is a significant step towards greater transparency and appreciate your support.

Any specific concerns or questions about Datix submitted, please contact Amanda Reece- Quality and Governance IT lead for primary, community of therapies group.

amanda.reece@wales.nhs.uk

- Only red Asterix questions are essential
- OnceForWales.CMS@wales.nhs.uk for queries regarding reporting process or technical issues
- Location of incident. start typing:
 - 'Morrison 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