

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	DATIX – Risk Management System Unavailable	Doc. No.	GOV003
Scope	ALL PC24 STAFF		
Purpose	To ensure safe, effective and timely business continuity in the event that the organisations electronic incident reporting system (DATIX) is unavailable.		
Guidelines	To ensure prompt instigation of DATIX business continuity plans.		
PROCEDURE		RESPONSIBILITY	
	In the event of planned DATIX system downtime:		
1	Communications will be sent in advance to all staff within the organisation via usual communication channels.	Communications Manager	
2	The Quality Governance Team will prepare reports for Heads of Service of open incidents, complaints and concerns no more than 24 hours before the planned downtime. The Quality Governance Team will also retain a copy of these reports.	Quality Governance Team	
3	Heads of service will ensure that all teams have electronic and paper contingency DATIX templates available for: <ul style="list-style-type: none">Incident reporting.Complaints, Concerns and Compliments reporting.	Heads of Service	
4	Service leads, Service Mangers and Practice Managers will ensure that all staff know how to access paper contingency templates.	Service Leads	
5	In the event of an incident, complaint, concern or compliment the relevant staff member will complete the paper contingency Datix reporting form and escalate to their line manager, face to face, by email or telephone.	All staff	
6	The DATIX contingency reporting form should be sent on the day of the incident to the Quality Governance Team: Email: datix@pc24.nhs.uk In the event that all electronic systems are down the incident should be reported to the line manager who will determine if	All staff	

	the Quality Governance team need to be informed immediately by telephone on: 0151 254 2553 or by Fax on: 0151 228 8845	
7	Quality Governance Team will collate all new paper/electronic Datix reporting forms submitted during the down time and liaise with Heads of Service to enable them to continue to manage incidents, complaints and concerns accordingly.	Quality Governance Team
8	The service lead, service manager or practice manager should continue as normal to mitigate any immediate risks and carry out any other immediate actions determined by the incident and maintain a log of all actions on the paper or electronic template in use.	Service Leads, Service Managers, Practice Managers
9	When Datix becomes available, the Quality Governance Team will enter the Datix reports retrospectively and upload the electronic or paper template.	Quality Governance Team
10	All staff will resume using Datix and retrospectively input actions that have taken place during the down time to each incident/complaint.	All staff
	In the event of unplanned DATIX downtime:	
11	Follow the above process starting at point 3. All staff	All staff
	Appendices: Incident Reporting Template, Complaints, Concerns, Compliments Reporting Template	

Incident Reporting

Please complete this form and email to datix@pc24.nhs.uk

If you have any queries or want to discuss the incident please call the Quality Governance Team 0151 254 2553.

Incident date (dd/mm/yyyy)	
Time (hh:mm)	
Service	
Location	

Incident type (Did the incident affect the patient, staff, practice, PC24, visitor, contractor or member of the public?)	
Category: Examples: electrical, environmental issues (weather, road closures), drug/medication, equipment, diagnosis/treatment, contact with sharps or needles, health records, infection control, equipment, fire, information governance, IT, Security, Safeguarding, Staffing issues, violence and aggression, Vandalism, slip, trip, fall.	

Description: Enter facts, not opinions. Please enter job titles and do not enter names of any person, including patients and staff. Please add the Adatastra/EMIS number here.	
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Immediate Action taken Enter actions taken at the time of the incident by yourself or anyone else.	

Patient Details (if a patient was involved in the incident)

Name	
Address	
D.O.B	
Case Number	
Contact number	

Staff Details (if any staff were involved in the incident – please continue over the page if necessary)

Name	
Job role	
Contact number	

Witnesses to the incident

Name	
D.O.B	
Contact details	
Job Role (if PC24 staff member)	

Was anyone else involved in the incident?

Name	
D.O.B	
Case Number	
Contact details	

Safeguarding Incident? (Yes or No)	<p><i>You have a duty of care to your patients/service users and your colleagues. Safeguarding is everybody's business.</i></p> <p>Please confirm that you have also reported this safeguarding incident to the relevant agency.</p>
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(All safeguarding concerns must be reported to the relevant agency)	
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Details of person reporting the incident

Name	
Contact details	
Email	
Job Role	
Name of your Manager	

PLEASE RETURN COMPLETED FORM TO: datix@PC24.nhs.uk or PC24 Quality Governance Team, 4 – 6 Enterprise Way, Wavertree Technology Park, Liverpool

L13 1FB.

Complaint, Concern & Compliment Reporting & Recording

Please complete this form and email to datix@pc24.nhs.uk

If you have any queries or want to discuss the complaint please call the Quality Governance Team 0151 254 2553.

Name of Service / Practice	
Area:	
Is this a complaint, concern, or compliment	
Date received.	
Incident date (dd/mm/yyyy)	
Time (hh:mm)	
Designation of the person reporting this complaint. (patient / advocate / relative)	
Is consent required Yes/No	
If consent is required, has this been requested Yes/No	
Has consent been received Yes/No/	
Date consent received	

Method of receipt of complaint/concern/compliment: (verbal/letter/email/CCG/NHSE)	
Description of Complaint / Concern / Compliment. <ul style="list-style-type: none"> • Please describe the complaint details • Enter as much information as possible, and ensure the information is clear, accurate and contains only factual information, not opinions, • Do not enter names of staff in this section, please use job roles only <p>Please continue on separate piece of paper if necessary.</p>	

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Complainants Details (person who submitted the complaint)

Name	
Address	
Contact number	
Designation of the complainant i.e. patient / advocate / relative	Please provide as much information as possible. i.e. if relative, is this the daughter, son, partner etc.

If the complainant is not the person affected by the complaint, please provide details of the patient affected by the complaint

Name	
Date of birth	
Address	
Contact number	
NHS Number	

If any staff member was involved in the incident, including, GPs, Nursing staff and administrative staff please include their details.

Name	
Job Role	
Contact number	

Name	
Job Role	
Contact number	

Name	
Job Role	
Contact number	

Name	
Job Role	
Contact number	

Name	
Job Role	
Contact number	

Was anyone else involved in the incident?

Name	
Relationship to complaint (e.g. someone from another organisation, police, NWS etc)	
Contact number	

Details of staff member reporting the incident

Name	
Contact No	
Email	
Job Role	

Name of your Manager:	
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STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	DATIX – Risk Management System Unavailable		Doc. No.	GOV003
Version	v2.0			
Supersedes	v1.0			
Approving Managers/Committee	Executive Director of Nursing & Quality			
Date Ratified	07/05/19			
Department of Originator	Quality Governance Team			
Responsible Executive Director	Executive Director of Nursing & Quality			
Responsible Manager/Support	Operational Managers			
Date Issued	07/05/19			
Next Review Date	July 2022 or sooner if changes dictate.			
Target Audience	All staff			
Version	Date	Control Reason	Accountable Person for this Version	
v1.0	07.05.2019	Formalising process across services	Paul Kavanagh-Fields	
v2.0	27.07.2020	First review of SOP	Paul Kavanagh-Fields	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Primary Care 24 Intranet / S:\Operations\Quality Governance\Corporate Policies & SOPs\PC24 SOPs\8. governance & risk management\Current Governance SOP's	Standard Operating Procedures File in the Call Centre.	
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