

# **Datix Guidance Document**

## **Managing an Incident using Datix Incident Form (DIF2)**

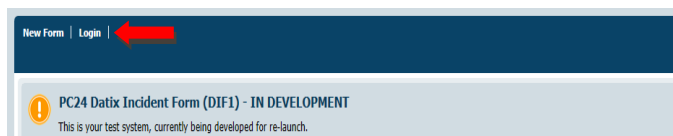
## Datix Incident Management Form (DIF2)

Identified Service/Practice Managers, also referred to as 'DIF2 Managers', are required to review and manage reported incidents within their area of responsibility. This includes quality checking incidents to ensure all details are accurately completed and providing support and feedback to reporters. Managers also need to ensure all documentation is added to the record, carry out relevant investigations and action plans and record lessons learned where applicable.

To access DATIX, select the following icon from any PC24 computer desktop



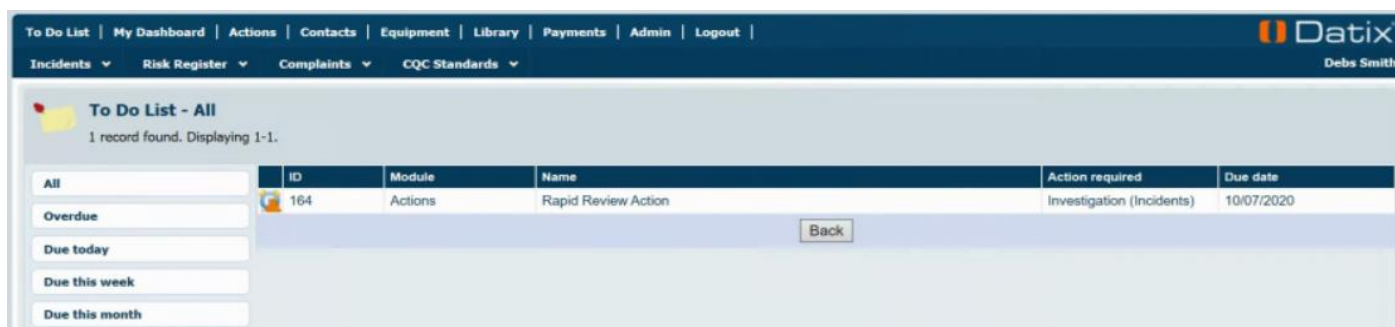
- The screen will display the blank DIF1 Form:
- Click Login to sign in as a DIF2 manager.
- A Login and Password are required. You will be notified of your log in details when joining the organisation. If you require these details please contact a member of the Quality & Governance team at [datix@pc24.nhs.uk](mailto:datix@pc24.nhs.uk)




## Navigating to the Incidents Module

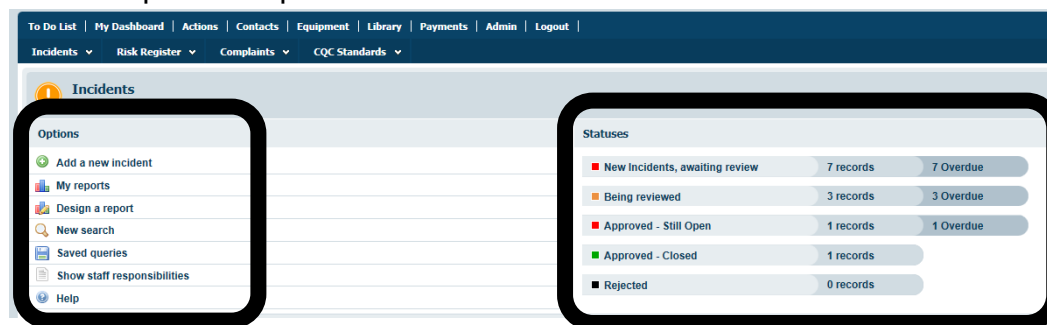
Once logged in, you will see your PC24 desktop as your landing page. This shows all records requiring action. The dark blue header bar at the top of the screen will be customised depending upon your access permissions as defined in your Profile and may vary from the image below:

- The upper row has System Wide Modules used by the Main Modules eg **My Dashboard, Actions, Contacts**
- The lower row shows the Core Datix Modules which you have access to eg **Incidents, Risk Register, Complaints**



- Records on the **To-Do List** can be filtered using the tabs in the left hand menu eg All, Overdue, Due today etc
- This alarm clock symbol flags the record as overdue in accordance with policy timescales. 

- Click the **Incidents** module title in the dark blue header bar to display the Incidents Main Menu – this is split into 2 parts:



The **Options** on the left-hand side of the screen enable you to search and report on incident data and is explained further in Report guidance.

The **Statuses** on the right-hand side of the screen allow you access to incidents held within each of the status areas and are explained below.

## Status Areas & Incident Level

**New Incidents Awaiting Review** - This approval stage holds all new incidents reported by Incident reporters for your Service / Area. Access permissions have been determined by your Divisional Protocols (Contact [datix@pc24.nhs.uk](mailto:datix@pc24.nhs.uk) for any access queries).

**Being Reviewed** – This approval stage holds all incidents which are currently under review by DIF2 Managers.

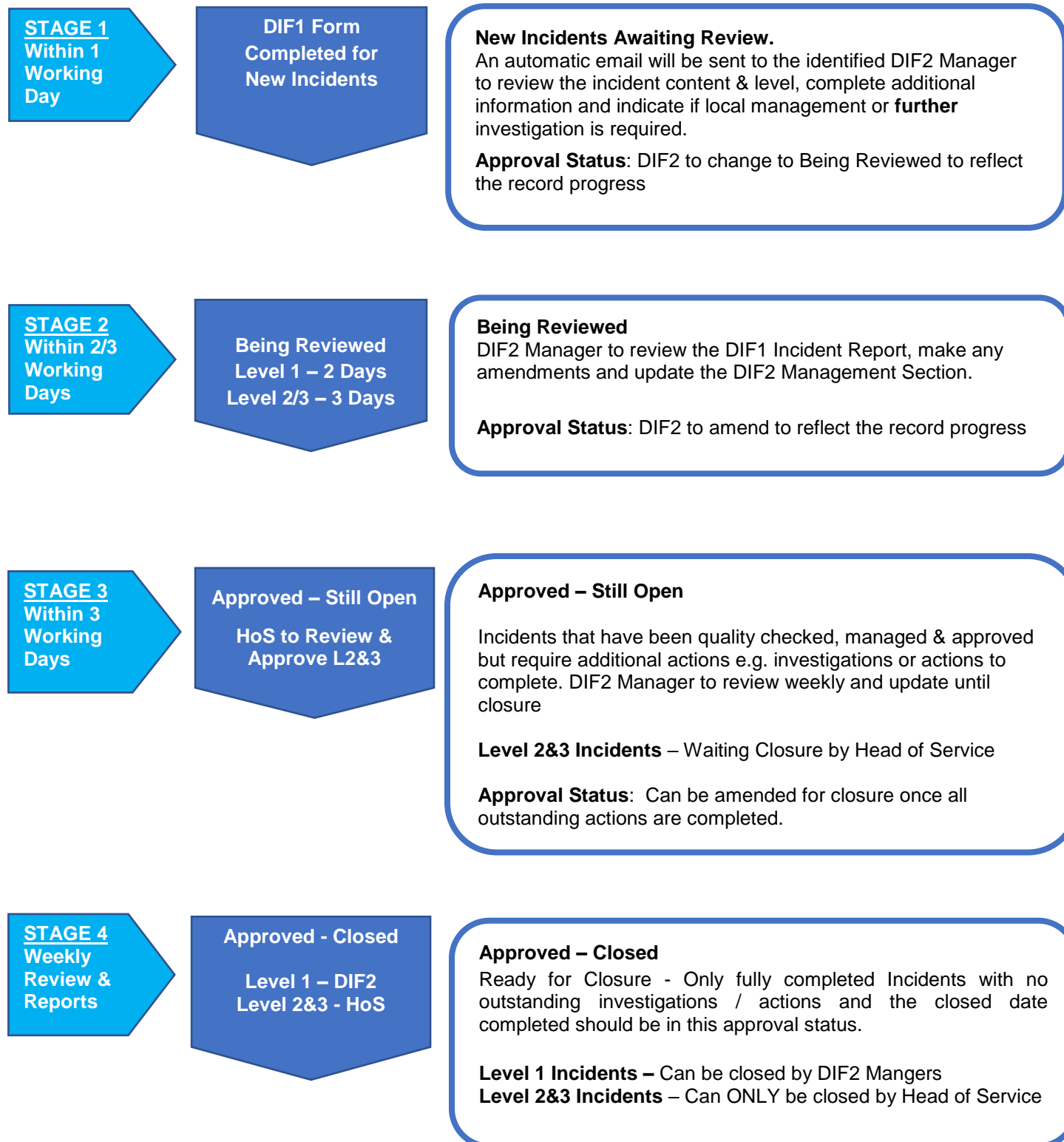
**Approved – Still Open** - This approval stage holds all Approved Incidents that require update of information / action plans before closure. Level 2&3 Incidents remain here for quality review and closure by Head of Service) Level 1 Incidents can be closed directly by DIF2 Managers.

**Approved – Closed Incidents** – This approval stage holds all Approved and Closed Incidents, with all investigations and actions completed and documents/evidence attached. Closed records can still be accessed if required.

**Rejected Incidents** - This stage holds all Incidents that have been rejected by DIF2 Managers with a rationale description. This information will be audited by Divisional Managers and Governance & Quality Assurance Team and used for training purposes.

## Overview of Incident Pathway

Progress of an incident record through the Datix journey.



## Accessing an Incident Record from the Statuses Area

- Clicking any of the Status titles eg. **New Incidents Awaiting Review** will open a list of incidents currently within that Approval Status.

### Statuses

**New Incidents Awaiting Review** 42 records 40 Overdue

- You can also click on the total number of records (middle column) or just those overdue (end column) which will include incidents which have exceeded the number of working days within which they should have been checked and moved on ie. 3 working days.

**! Overdue incidents will be monitored by the Quality & Governance Team and any issues flagged to Senior Managers.**

- Clicking the status area title will show a list of incidents as below.

**Incidents with status: In the holding area, awaiting review**  
7 records found. Displaying 1-7.

Query: Choose Save the current search as a query.

ID	Incident date	Directorate	Speciality	Type	Category	Sub category	Description	Result	Handler	Closed
4416	14/02/2020	Corporate	Business Intelligence	Incident affecting Patient	Accident	Slip, trip or fall	THIS IS A TEST INCIDENT TO CHECK IF EMAIL NOTIFICATIONS WORKING ON THE NEW BUILD SYSTEM	Level 2 (Amber)	Ms Sheila Dineley	
4418	19/06/2020	Corporate	Governance and Quality	Incident affecting Patient	Service Delivery		This is a TEST for DIF1 and DIF2 Form design	Level 2 (Amber)	Ms Sheila Dineley	
4419	30/06/2020	Corporate	Governance and Quality	Incident affecting Patient	Accident	Burn or scald	This is a TEST Incident	Level 2 (Amber)	Ms Sheila Dineley	
4420	30/06/2020	Integrated Urgent Care	Out of Hours	Incident affecting Patient	Abuse and Harm	Physical	This is a TEST	Level 1 (Green)	Ms Sheila Dineley	
4421	30/06/2020	Corporate	Governance and Quality	Incident affecting Staff	Accident	Injured by an animal	This is a TEST	Level 2 (Amber)	Ms Sheila Dineley	
4423	01/07/2020	Integrated Urgent Care	Extended Access Service	Incident affecting the Organisation	Environmental	Environment too cold	test incident	Level 1 (Green)	Ms Sheila Dineley	
4426	24/07/2020	Integrated Urgent Care	Primary Care Streaming	Incident affecting Patient	Abuse and Harm	Discriminatory	Test incident to test email notifications	Level 1 (Green)	Chloe McLoughlin	

- ! indicates the incident has become overdue at this stage.
- ID numbers are created automatically by Datix.
- To sort the incident list by another column, click on the heading in the dark blue title bar eg. Incident Date, Category or DIF2 Manager (handler)
- Click on any of the text within the record to open an individual Incident report.

## Incident Record Main Page

- On the right is the **DIF1 REPORT** of the Incident record.

- The left hand panel contains additional sections for review.
- ID field refers to the number automatically given to the record.
- The Name field can be used to label the record: Category & Service
- Opened date refers to the date the Incident was opened at Stage 2 by the DIF2 manager.
- Submitted time refers to the time that the Incident was submitted on the DIF1 form.
- DIF2 manager assigned to manage the incident.

**DIF1 Incident Report**

**1. DIF2 Management Section**  
The incident needs to be reviewed and amended as required to ensure accurate data quality. The incident can be rejected if duplicated or the incorrect form has been used using the approval status in the DIF2 Section in the left hand panel.

Datix ID: 4416

Name: TEST

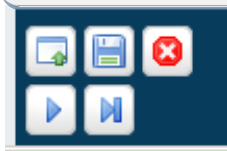
Reported (dd/mm/yyyy): 14/02/2020

Submitted time (hh:mm): 14:40

Opened by DIF2 (dd/mm/yyyy): 03/03/2020

DIF2 Manager: Dineley, Ms Sheila - Governance Manager

## Floating Toolbar



The floating toolbar is a navigation shortcut tool and is always located bottom left of the main page. Hover the mouse over each icon to see what it does



**Menu** - lists all Sections in the left hand Panel.



**Save** - updates the record and saves your progress.



**Cancel** - closes the record without saving changes.



**Next** - moves to next record in the list.



**Last** - moves to last record in the list.

### Level 1:

To be reviewed, managed, approved and closed by DIF2 Managers.

### Level 2&3:

To be reviewed, managed and approved by DIF2 Managers, but quality checked & closed by Senior Manager e.g. Head of Service or Deputy Director.

### Level 2&3 Incidents requiring amendments:

Incidents requiring amendments to remain in “Approved – Still Open” with email notification sent to the DIF2 Manager for any amendments by Head of Service or Deputy Director.

## REVIEWING THE INCIDENT RECORD – DIF2 CHECKLIST

Incident Details, Category Specific information (if applicable) and Location details.

The Contact Section **MUST** be reviewed and approved first to avoid mandatory fields on the incident form displaying.

### Contacts Approval - Person Affected / Other Contacts

- ✓ Ensure all contacts are approved :  
**Names in "blue you need to do" whereas "Green has been seen".**  
There is a link on the DIF2 form to open the Contact Approval Helpsheet which will guide you through the Contact Approval process.
- ✓ Please ensure all relevant contacts involved with the incident have been added to the record, i.e. Person affected by the incident, person responsible for causing the incident, any witnesses or Responders

Contacts can be linked to records only if they are approved.

Contacts can be unlinked by DIF2 Managers if the wrong Contact has been chosen.

### Review the information – DIF1 Incident Report

- ✓ Read through the form to ensure the information is relevant.
- ✓ Check dates – follow up with Reporter if the incident was not reported within 1 working day.
- ✓ Check the correct DIF2 manager has been selected, if incorrect, amend by selecting from the drop-down list or start typing the persons name. For support contact [datix@pc24.nhs.uk](mailto:datix@pc24.nhs.uk)

### Review the information - Incident Details Section

- ✓ Is the information relevant? Are any amendments needed? Spellcheck.
- ✓ Have the correct category and sub category been chosen?
- ✓ Is the description relevant?
- ✓ Is the immediate action relevant?
- ✓ Ensure no personal details of people involved are contained within the free text boxes (ie remove names, use initials and job titles where possible).

### Review the information - Location Section

- ✓ Is the information correct? Are any amendments needed?
- ✓ Is the Service/Team selected where the person or property affected belongs?

## Completing the Left Hand Panel



1. DIF1 Incident Report
2. DIF2 Management Section
3. Rapid Review Investigation
<b>Email Communication</b>
Documents
<b>Actions</b>
Progress notes
Linked records
<b>Notifications</b>
Incident reporter

If any of the Section titles are highlighted in **orange text** then there is further information to be reviewed within that section.

## DIF2 Management Section

Specific Sections need to be reviewed at DIF2 stage and any amendments or additional details entered. Examples of some category specific sections are shown below:

### Police Section

<b>Police</b>	
★ Aggravating factors	
<input type="text"/>	
★ Were Police called?	
Yes	<input type="checkbox"/>
★ What time were Police called? (approx)	
<input type="text"/>	
★ Police Force	
<input type="text"/>	
★ Log/Crime no.	
<input type="text"/>	
★ Did Police attend?	
<input type="checkbox"/>	

### Equipment Section

<b>Medical devices/Equipment</b>	
Type of Equipment	<input type="text"/>
Quantity	<input type="text"/>
★ Has spare equipment been used?	<input type="checkbox"/>

### Safeguarding Sections

<b>Safeguarding</b>	
Click HERE for Safeguarding guidance V1, July 2020	
Is Safeguarding Required?	
Yes	<input type="checkbox"/>
Type of Safeguarding	
<input type="text"/>	
Was capacity considered?	
<input type="checkbox"/>	
Was consent to share concerns sought?	
<input type="checkbox"/>	
Safeguarding referral action taken	
<input type="checkbox"/>	
★ Has Head of Service been informed?	
<input type="checkbox"/>	
★ Other partners contacted	
Tick all that apply	
<input type="checkbox"/>	Contacted Care Quality Commission (CQC)
<input type="checkbox"/>	Contacted Family/Care/Advocate
<input type="checkbox"/>	Contacted GP
<input type="checkbox"/>	Contacted Hospital
<input type="checkbox"/>	Contacted Local Authority Designated Officer (LADO)
<input type="checkbox"/>	Contacted Mental health service
<input type="checkbox"/>	Contacted Police / Probation
<input type="checkbox"/>	Contacted Third Party service(s)
Safeguarding referral outcome	
Update once referral outcome received	
<input type="text"/>	
Other information	
Describe any other relevant Safeguarding information	
<input type="text"/>	

### Falls Section

<b>Falls</b>	
Was fall witnessed?	
Yes	<input type="checkbox"/>
Witness account	
<input type="text"/>	
Environmental factors	
<input type="text"/>	
Additional information / Contributory factors	
<input type="text"/>	
Falls - Has a welfare check been carried out?	
Yes	<input type="checkbox"/>

### Review the information – Mandatory Section/Safeguarding Section (if shown)

- ✓ Have Regulatory Reporting and Safeguarding requirements been correctly identified? If not, review and manage, providing feedback to the Reporter.

### Review the information - Degree of Harm and Incident Level

- ✓ Is the Degree of Harm accurate?
- ✓ Is the Incident Level appropriate? – Refer to the Incident Level Guidance link from the form.
- ✓ If the incident Level is amended, give a rationale and feedback to the Reporter.
- ✓ What type of Investigation is required? A rationale will be required.
- **Managed Locally** is appropriate for Level 1 or 2 incidents dealt with by the DIF2 Manager
- **Cluster Themed Investigation (CTI)** may be commissioned to review emerging trends of level 1 or 2 category specific incidents with high volume in more detail.
- **Rapid Review (RR) Investigation** is required for all **Level 3 incidents** and requires updating in the Investigation section in the left hand panel.

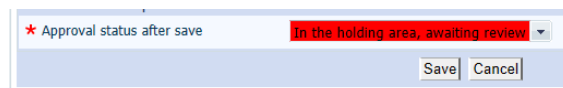


### Review the information – RIDDOR Section (if applicable)

- ✓ Is a RIDDOR report appropriate? Refer to RIDDOR Guidance in the first instance. Further clarification can be obtained from the Health & Safety Team.
- ✓ Check that any injuries have been added to the Contacts Section.
- ✓ If a staff member has gone off sick as a result of an injury, update Incident record with full details of absence and update the Incident record when the member of staff returns to work.

### Approval Status After Save

Refer to the help bubble to determine the appropriate status if unsure.



A screenshot of a software interface showing a dropdown menu for 'Approval status after save'. The dropdown is open, showing the option 'In the holding area, awaiting review' highlighted in red. Below the dropdown are 'Save' and 'Cancel' buttons.

### Save the reviewed information

- ✓ DIF2 Approval date - Insert today's date.
- ✓ Click Save to update the report.

## Rapid Review Investigation Section

The **Investigation Section** MUST be completed for all Level 3 incidents and can be used for Cluster themed investigations CTI's (see separate guidance)

- ✓ Add additional investigators if required – they will be sent an automatic email notification once the record has been saved.
- ✓ Add the Rapid Review Due Date – this is working days and does not include weekends and/or bank holidays.
- ✓ Complete all Investigation details within 3 working days. If the Investigation is late, you must give a late submission rationale.
- ✓ Specialist Leads will review the investigation and provide advice / guidance as required.
- ✓ The Head of Service / Corporate leads will review and sign off completed investigations to confirm they are satisfied with the findings and recommendations.
- ✓ All Recommendations should be added and managed within the Action plans
- ✓ Governance & Quality Assurance Team will monitor actions and may indicate further investigations (RCA) required for very serious incidents with failings identified.

## Email Communication

- **Staff linked to this record** – select the Reporter, DIF2 Manager or Investigators.
- **Other Datix Users** - sends emails to other people with DIF2 access within the Trust.
- **Additional Recipients** (external contacts) – email address must be entered in full. External contacts will be unable to access the Incident Record.
- **Body of message** – or additional text can be added within the email (ie. the feedback is... “This is an example of where to enter text – please provide an update from the Police Report”).
- Click **Send Message** - once complete (a message alert will display details of who the email has been sent to).
- **Message History** (email trail) displays all emails.
- Attachments should be included in the Documents Section and referred to in the email.

**Email Communication**

**Recipients**

**Staff linked to this record**  
Only staff and contacts with e-mail addresses are shown.

**Other Datix Users**  
Only users with e-mail addresses are shown.

**Additional recipients**  
Enter e-mail addresses of other recipients not listed above. You can enter multiple addresses, separated by commas.

**Body of message**  
The feedback is...  
category:Information Governance.  
Incident Level:Level 2 (Amber)  
You have been sent this message from the Datix Incident Record.  
PLEASE SEND ANY REPLIES USING THE DATIX EMAIL COMMUNICATION SECTION

**Send message**

**Message history**

Date/Time	Sender	Recipient	Body of Message
No messages			

**Save** **Cancel**

## Documents

- Any documents that have been attached at DIF1 and/or DIF2 stage will be listed here.
- To attach additional documents Click **Attach a new document**
- Select the relevant document type from the **Link as** drop-down menu
- Enter a **Description** to name your Document
- To attach your file:  
**Browse** to your local folder  
Locate the file to be attached  
Click **Save**

**Documents**

No documents.

**Attach a new document**

**Save** **Cancel**

**Attachment details**

★ **Link as**

★ **Description**

★ **Attach this file**

3 Day Review (3DR)  
CQC Notification  
E-Mail  
Fax  
File note  
Form  
Invoice  
Letter

**Browse...**

**Cancel**

## Actions

- Assign tasks to a user within the Organisation.
- Review regularly, especially if work is ongoing.
- An audit trail is available to track all amendments made.

**Main Page**  
**Category Specific Sections**  
Duty of Candour  
Highly Sensitive Section  
Email Communication  
Documents  
Notifications  
Notepad  
Linked records  
Reporter

**Actions**  
Please create relevant actions for this incident. Actions MUST be reviewed and updated on a regular basis.

No actions

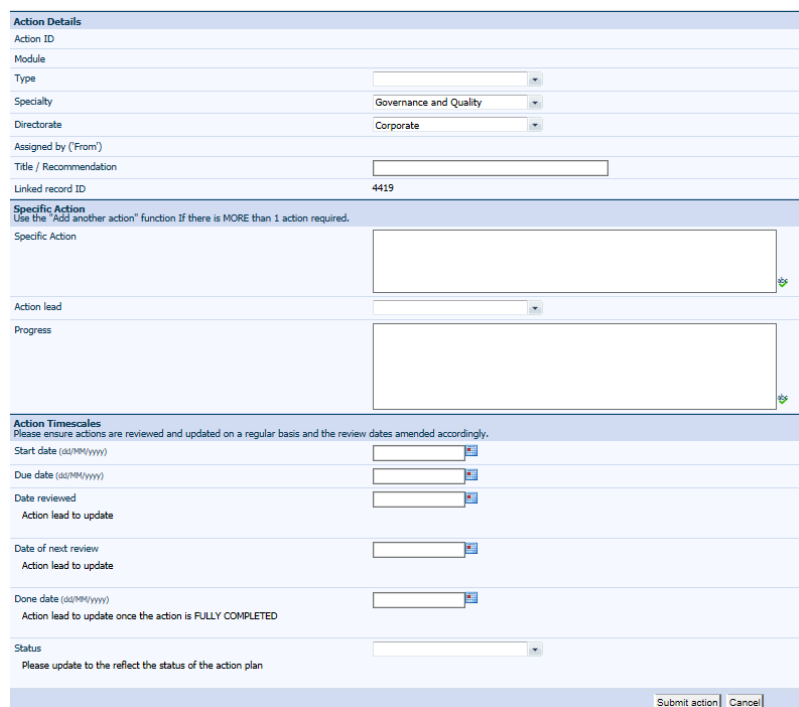
**Create a new action**

**Save** **Cancel**

- Click create a new action.

## Action Details

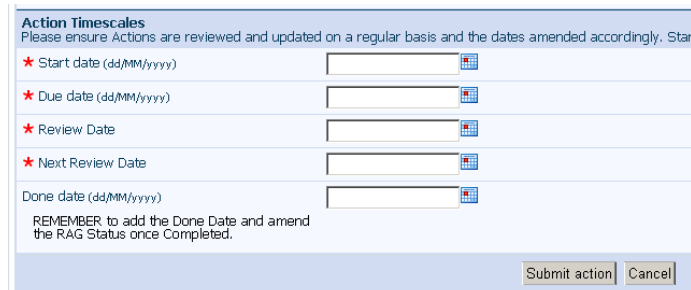
- **Action Type** – Select relevant action type. Additional action types can be added by contacting the datixhelpdesk.
- **Recommendation/Title of Action** – free text box to add the relevant title of recommendation.
- **Specific Action** – add a more detailed description of the action required.
- **Action Lead** – Datix User responsible for completing the action.
- **Evidence Base** – Provide evidence to support the actions that have been completed to date. Check if any new evidence documents should be attached in the Document Section.
- **Progress** – provide full description of progress prior to completion, include Date and Initials every time this is reviewed and progress updated.
- **RAG Status** – completion status, this needs to be amended as the action progresses.



The screenshot shows the 'Action Details' form. It includes fields for Action ID, Module, Type, Specialty, Directorate, Assigned by, Title / Recommendation, and Linked record ID (4419). Below these are sections for 'Specific Action' (with a large text area), 'Action lead', and 'Progress' (with a large text area). The 'Action Timescales' section contains date pickers for Start date, Due date, Date reviewed, Action lead to update, Date of next review, Action lead to update, and Done date. A 'Status' dropdown is at the bottom, with a note to 'Please update to reflect the status of the action plan'. 'Submit action' and 'Cancel' buttons are at the bottom right.

## Action Timescales

- The DIF2 manager must enter the Start Date and Due Date.
- Next Review Date needs updating regularly as this determines what shows on the To Do List.
- Remember to "Submit Action".



The screenshot shows the 'Action Timescales' form. It includes date pickers for Start date, Due date, Review Date, Next Review Date, and Done date. A note states: 'REMEMBER to add the Done Date and amend the RAG Status once Completed.' 'Submit action' and 'Cancel' buttons are at the bottom right.

## Notifications

Notifications		DateTime	Contact ID	Telephone Number	Job title
Recipient Name	Recipient E-mail				
Lynas, Matt Mr	Matt.lynas@pc24-nwest.nhs.uk	17/07/2020 17:01:16	19	01511111111	Mobilisation Support IUC
McLoughlin, Chloe	Chloe.mcloughlin@pc24.nhs.uk	17/07/2020 17:01:16	10088		Quality Governance Officer
Smith, Debs	debs.smith@pc24.nhs.uk	17/07/2020 17:01:16	1081	1111	Consultancy Support

Save Cancel

- This shows who received an email after completing DIF1 stage (used as backup to confirm who received the original emails).

## Progress notes

- Free text field used for additional notes that cannot be recorded elsewhere within the Incident Report (aide memoire).

Progress notes	
New note	
<p>McLoughlin, Chloe - Quality Governance Officer 07/08/2020 09:32:04</p> <p>This is a test incident to test email notifications are working within the system.</p>	
<p>edit</p> <p>Save Cancel</p>	

## Linked Records

- Incidents, Risks and Complaints etc can be linked together with other records for Investigation Management.
- Managers can only see the linked reports if they have relevant access permissions.

Linked records	
No Linked Records.	
Link a record.	
<p>Save Cancel</p>	

## Link a record

- Choose Module type from the drop-down field (ie Incident, Risk, Complaint).
- Type relevant Module Link ID.
- Add link notes – give description.
- Click Save.

Link Details	
★ Module	Module
★ Module Link ID	
Link notes	
<p>Save Cancel</p>	

Reporter	
Full name	Stephen Edwards
Email address	stephen.edwards@thetdgroup.org
Telephone number	01924568913

## Reporter

Incident at DIF1 stage.

## Audit Trail

- ✓ Click Audit Trail (from left panel) to show all original notes/descriptions and amendments, including name and date changes were made.