Datix Risk Management Protocol

Last Reviewed Date	Next Review Date	Version
April 2021	April 2022	V1 - April 2021

Risk Module - Introduction

The Risk Register is a central record of risks across the Trust that could potentially impact on our effectiveness and ability to deliver services. This means minor or trivial risks do not need to be recorded within the Risk Register. Equally, the Risk Register is not the tool for reporting defects with facilities or information technology. The Risk Register is hosted within the Datix Risk Management System and is the only Risk Register to be used within the Trust. Managers have been identified within each Service/Team or Region to ensure Risks are reported and managed in accordance with the Trusts' Risk management timescales. The Datix Protocol for each Region details staff access and email permissions set up in Datix and requires review on a regular basis.

Datix Risk Definitions

Risk

The chance of something happening (i.e. an event or situation) that will have an impact on achieving an outcome or objective. It is measured in terms of consequence and likelihood.

Risk Assessment

The formal and structured process for the identification and assessment of risk including the identification of risk control measures to avoid, reduce, eliminate, transfer or accept the risk to an acceptable level.

Risk Register

The formal recording tool for risks across the Trust to be identified, controls & assurance added, risks to be managed and where possible mitigated to an acceptable level.

Control

A control is a measure that is put in place to eliminate or reduce the likelihood of the risk occurring, or the consequences if it did occur.

Assurance

Assurances are added to provide physical evidence that the controls are in place and working effectively e.g. minutes of meetings,

Risk Grade

This is a measure to demonstrate the consequences and the likelihood of the risk occurring. Risk grades will be measured in two stages, firstly the initial "raw" risk identified without controls in place and then the current "residual" risk, once controls and assurances are in place.

How do staff access the RISK1 Form to report a Risk?

The RISK1 form is accessible once logged into Datix. Staff require a Datix login to report a Risk.

Contact the Datix@pc24.nhs.uk for assistance if required.

How do RISK2 Managers know a Risk has been reported on Datix?

Once the RISK1 form is submitted an automated email will be sent to the Risk Owner and any relevant managers, as well as automated email notifications being sent to identified managers dependent upon the Risk Sub-types selected, e.g. significant Financial or Environmental Risks.

How do RISK2 Owners access Risks to review and manage them?

Once a new risk has been added to the Risk Register, it will appear in folder titled the **"New Risks Identified"** and an automatic email will be generated to nominated managers as outlined above. The risk requires review and the approval status should be amended to "**Risks Being Reviewed**" to demonstrate work is progressing on Risk mitigation. Within **10 working days**, the Risk Owner should review the risk and complete the Controls & Assurance Framework, update the Risk Grading and add Actions for any gaps in controls identified. Once completed, the RISK2 Owner should amend the status to "**Risks Awaiting Approval**" for Approval by the Head of Service or Deputy Director.

Who can I contact for further advice?

Help and Support with Risks

Should you have any other queries regarding Risks, in the first instance please contact your Area or Regional Manager. If you require additional support as a Datix user please contact: **Datix Helpdesk**, Telephone: 01924 269391 or by email to datix@pc24.nhs.uk

Overview of Risk Pathway within Datix

STAGE 1
As soon as Risk is identified

RISK1 Form Completed

Access Datix Risk Register – Add a New Risk
Risks are to be recorded by Identified Risk2 Owners (Service Managers, Assistant Managers or equivalent dependent upon Risk Management Protocol). Once a Risk1 form is submitted automatic emails will be sent to identified managers within that

STAGE 2
Within 10 Working Days

Risk Owner to review, add controls & assurance, add actions for additional controls, grade and submit for management approval

Review & Manage Risks in "New Risks"
The approval status should be amended to "**Risks Being Reviewed**" to demonstrate work is progressing on Risk mitigation. Within **10 working days** the Risk2 Owner should review the risk and complete the Controls & Assurance Framework, update the Risk Grading and add Actions for any gaps in controls identified. Once completed, amend status to "**Awaiting Approval**" for Approval by the Regional Operational manager or equivalent corporate manager.

STAGE 3
Next Scheduled Meeting

All New Risks for Approval to be discussed & approved by Regional Operational manager or equivalent corporate manager for corporate

Awaiting Approval
The Management Approval section should be completed to evidence the Risk approval resulting in 2 possible outcomes:
1. The Risk is approved and amended to "Open Risks" **or**
2. The Risk is not approved due to insufficient controls and amended to "Risks being Reviewed" for the Risk Owner to update and re-present to the next meeting.

STAGE 4
Regular review and update

Risk Owner to review risks regularly in accordance with grade timescales until closure

Open Risks
Once approved, all Open Risks must be regularly reviewed and the Review Update Section completed until the Risk is deemed sufficiently mitigated ready for closure.

STAGE 5
Closure

Sufficiently mitigated Risks can be closed as agreed managers.

Closed Risks
Once a Risk Owner considers a Risk to have been successfully and effectively mitigated against, this can be closed. If a Risk becomes prevalent again or mitigations prove to be ineffective, then a Risk can be reopened.