**All Tower Hamlets practices can now report incidents related to Tower Hamlets Phlebotomy services through Datix**

(The computer must be linked to the **N3 Network** (VPN). It will not work if you access from a home PC or personal laptop)

* **What should you report?**

Any adverse incident which has the potential to produce unexpected or unwanted effects, or any incident which has a consequence or a learning point. i.e., An event that causes a loss, injury, or a near miss to a patient, staff, or others.

Example of Tower Hamlets Phlebotomy services incidents that should be reported: **Incident related to sample pick only**

1. Late sample pick up
2. No sample pick
3. Other issue with sample pick up
* **Why should you report an incident?**

By reporting an incident you are creating an official ‘record of the event’, and the details can be recalled and referred to in the future. The analysing of incidents enables us to learn from events, the developing and improving services, and identify training needs. It is important that you report the incident at your earliest opportunity, ideally within 24 hours, whilst the event is fresh in your mind. Further details can be added to the incident report at a later date.

* **How do you report?**

You DO NOT need a Datix login or password. Simply click on the link below or copy and paste the link on your internet explorer...

You can then save the link as an icon on your Desktop. To do this, when the Datix screen appears, click File, Send, and Shortcut to Desktop

<http://web.datix.thirdparty.nhs.uk/TowerHamletsGPCC/Live/index.php?module=INC>

* **What happens after you have submitted an incident?**

When you have submitted an incident, an incident reference number will be shown on your screen to confirm receipt. It is a good idea to make a note of the reference number in case you need to refer to it in the future. E-mail notification will be sent to Tower Hamlets Governance Support Office, to inform them of the event, and they will be able to access all the incident information when they log on Datix. A copy e-mail will also be sent to a member of the Senior Management team to notify them of the event.

* **What about feedback?**

Governance Support Officer will investigate the event and is able to provide feedback about the outcome, and record the details directly onto Datix. Additionally Governance Support Officer should provide feedback to the reporter of the incident. Reports are regularly generated from Datix, to highlight incident trends, and the reports are presented and discussed at team meetings.



Enter the **date and time** the incident took place took place.

**Organisation:** Tower Hamlets GP Care Group

**Services:** Specimen Transport (please do not choose anything else

**Directorate:** leave blank

**Site:** Choose your practice name from the drop down menu

**Location:** Choose from the drop down menu

**Incident Details:**

**A brief description of what happened**.

**A brief description of what you did**.

**Datix Commons Classification CS System:** Please select

1. Incident affecting > **Organisation**

2. Incident type tier one > **Service distruptions**

3. Incident type tier two > **other service disruptions**

**Safeguarding**: please state if this is a safeguarding issue

**Results and severity:** select from drop down menu

**Additional information:** select from the drop down menu

**Incident related to**: choose form the drop down menu followings

**Details of the person reporting the incident:**

Enter your full name and telephone number

Enter your emails address and job role and grading

**Your Manager:**

On the space please type in Yildiz, Asra and select Asra Yildiz name from the list

**Click on Save** and you will receive an email confirmation to say that you have submitted an incident.

