

## POLICY FOR THE REPORTING OF INCIDENTS

### CONTENTS

<b>INTRODUCTION &amp; EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>1.0 DUTIES – WHO SHOULD REPORT INCIDENTS .....</b>	<b>2</b>
ALL STAFF .....	2
MANAGERS MUST .....	2
RISK & PATIENT SAFETY TEAM MUST .....	2
DIVISIONAL BOARDS MUST .....	3
QUALITY, SAFETY AND PATIENT EXPERIENCE COMMITTEE.....	3
<b>2.0 WHAT SHOULD BE REPORTED AS AN INCIDENT .....</b>	<b>3</b>
INCIDENT .....	3
NEAR MISS.....	3
<b>3.0 WHEN TO REPORT AN INCIDENT .....</b>	<b>4</b>
<b>4.0 HOW TO REPORT AN INCIDENT .....</b>	<b>4</b>
INTRANET REPORTING .....	4
REPORTING POTENTIALLY SERIOUS INCIDENTS .....	4
<b>5.0 NPSA NEVER EVENTS .....</b>	<b>5</b>
<b>6.0 INCIDENT GRADING SYSTEM .....</b>	<b>5</b>
<b>7.0 HOW STAFF CAN RAISE CONCERNS FOR EXAMPLE, WHISTLE BLOWING, OPEN DISCLOSURE, ETC .....</b>	<b>6</b>
<b>8.0 FEEDBACK TO STAFF .....</b>	<b>6</b>
<b>9.0 REPORTING INCIDENTS TO EXTERNAL AGENCIES .....</b>	<b>6</b>
NATIONAL REPORTING AND LEARNING SERVICE (NRLS) .....	7
MEDICINES AND HEALTHCARE REGULATORY AGENCY (MHRA).....	7
RIDDOR (REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATION).....	7
IONISING, REGULATION, MEDICAL, EXPOSURE RADIATION (IRMER).....	8
<b>10.0 GLOSSARY OF TERMS .....</b>	<b>8</b>
<b>11.0 HOW THE ORGANISATION MONITORS COMPLIANCE WITH THESE APPROVED PROCESSES.....</b>	<b>9</b>

## INTRODUCTION & EXECUTIVE SUMMARY

The Countess of Chester Hospital NHS Foundation Trust recognises that incident reporting, including near miss incident reporting, is essential in identifying where systems and processes may be improved in order to maintain patient and staff safety. The Trust is committed to appropriately managing and investigating all reported incidents; and to learn and make changes as a result of incidents in order to improve safety for patients, staff, visitors and contractors.

## Divisional Boards must

- Receive governance reports which include Health & Safety issues, incident data, national guidance and other relevant governance/risk issues
- Receive serious incident investigation reports relating to their divisional activities and monitors progress against related action plans until completion.
- Review the action plans from sub groups and specialities throughout the Divisions to ensure progress and closure
- Receive and review escalated risks from the sub groups and specialities throughout the Division:
- Review the Divisional Risk Register and ensures appropriate development of treatment plans for remedial action
- Reviews minutes from sub groups and specialities throughout the Divisions which give assurance of effective risk management.

## Quality, Safety and Patient Experience Committee

The Quality, Safety and Patient Experience Committee is a high level committee and it is a sub-committee of the Board of Directors. The Committee meets monthly and monitors the progress of all high risk issues including serious incidents and incident trend reports.

---

## 2.0 WHAT SHOULD BE REPORTED AS AN INCIDENT

### Incident

An event or circumstance which could have resulted, or did result, in unnecessary damage, loss or harm to patients, staff, visitors or members of the public e.g:

- Clinical (i.e. affecting a patient) e.g investigation, diagnosis, treatment, medical equipment malfunction /misuse, decontamination issues, medicines management, confidentiality, consent
- Equipment: Including damage to equipment, equipment failure, unavailable equipment, user error.
- Fire Incident: Any incident, no matter how small, involving fire or fire alarm systems (including false alarms).
- Security Incident inc Violence and Aggression: Any untoward incident involving theft, loss or other damage to organisation, vehicles or personal property; intrusions, false alarms (but not fire alarms), absconded patients, verbal abuse, unsociable behaviour, racial or sexual harassment or physical assault, whether or not injury results.
- Health and Safety incidents

### Near Miss

A near miss incident, event or omission that fails to develop further, whether or not compensating action was taken, and does not cause injury, harm or ill health. Such incidents may still have the potential to result in serious consequences e.g. prosecution.