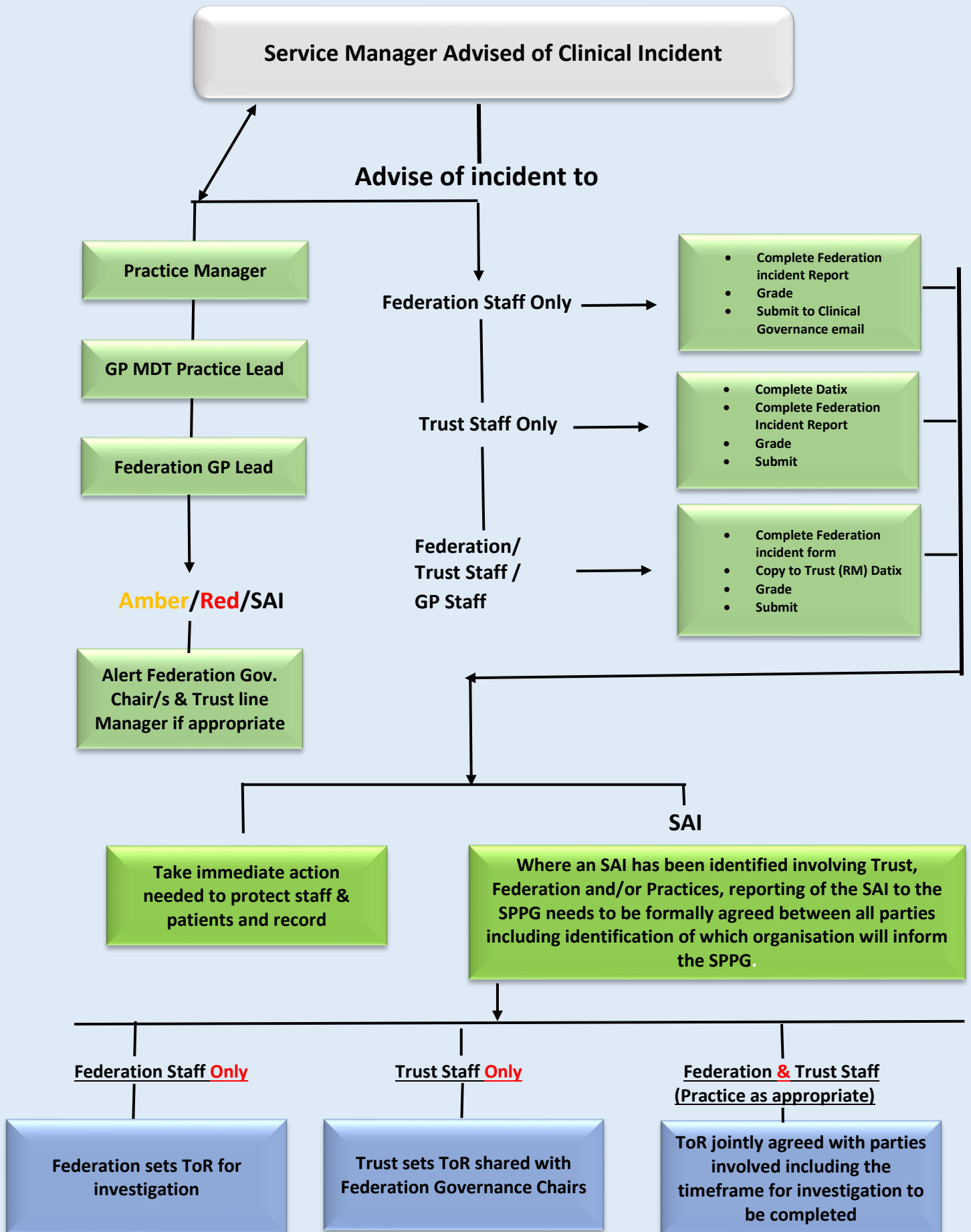


## Incident Reporting Process (Fed/Trust/GP Practice involved in incident) Jan 2024



## Draft Narrative to support Flow Chart

1. Service Manager referenced could be SMPH/SW/ANP/Physio or Pharmacy Manager. They would normally be advised early in the process. **NOTE This term has been used as it became very confusing for trust staff with so many leads referenced.**
2. They in turn need to advise the practice Managers/the local practice MDTGP and the Federation GP Lead/s with overall responsibility for the service and the Trust line Manager as appropriate.
3. When the incident is assessed and graded if it is graded at that point as an amber/red/ or **SAI** the Service Manager is responsible to advise the Federation Clinical Governance Chairs and or Trust Manager as appropriate.
4. The Federation incident reporting format will mirror that of the Datix format to prevent duplication of work (currently Federation paperwork being updated to reflect Datix reporting format).
5. The boxes outlining the responsibilities of the Service Manager in the different scenarios that may arise are self-explanatory.
6. If the incident only affects a member of Trust staff the Trust will have a system whereby a Datix alert will be sent to the Clinical Governance Chairs via the Federation Governance email address [clinicalgovernance@northernfsu.co.uk](mailto:clinicalgovernance@northernfsu.co.uk)
7. Where an **SAI** is identified and involves Trust, Federation and or GP practice then an agreement between the organisations involved must be taken as to who will complete the SAI documentation and formally send to the SPPG. This decision must be recorded, and all parties given a copy of the SAI notification.