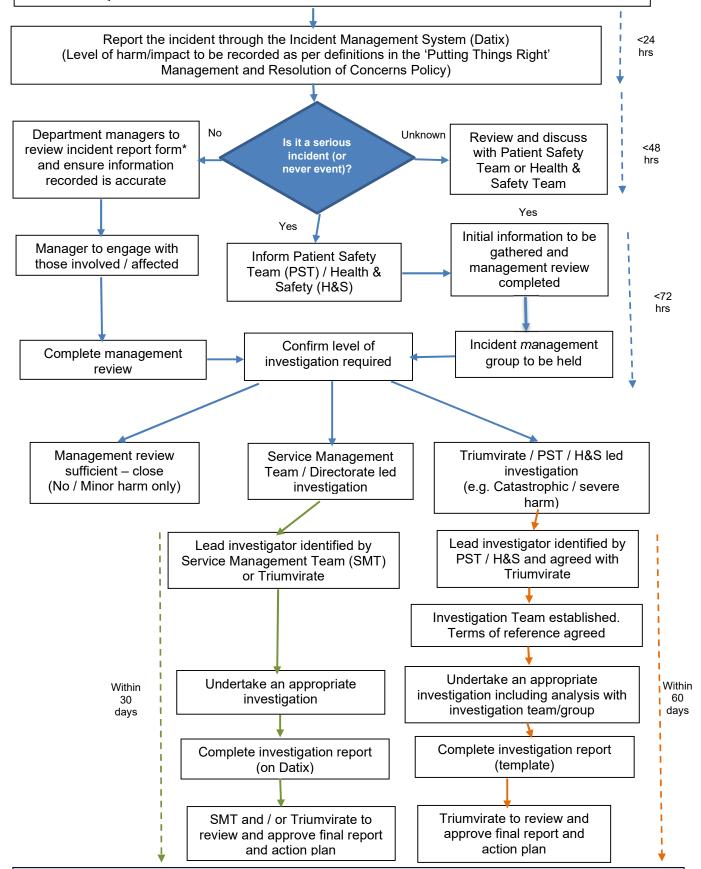**Incident identified**

Immediate actions to be taken:
- Make the area and any persons (including patients, staff and the public) affected by the incident safe.
- Ensure prompt and appropriate clinical care provision to prevent further harm is provided if necessary.

Report the incident through the Incident Management System (Datix)
(Level of harm/impact to be recorded as per definitions in the 'Putting Things Right' Management and Resolution of Concerns Policy)

<24 hrs

Is it a serious incident (or never event)?

No → Department managers to review incident report form* and ensure information recorded is accurate

Unknown → Review and discuss with Patient Safety Team or Health & Safety Team

<48 hrs

Yes → Inform Patient Safety Team (PST) / Health & Safety (H&S)

Manager to engage with those involved / affected

Yes → Initial information to be gathered and management review completed

<72 hrs

Complete management review

Confirm level of investigation required

Incident management group to be held

Management review sufficient – close (No / Minor harm only)

Service Management Team / Directorate led investigation

Triumvirate / PST / H&S led investigation (e.g. Catastrophic / severe harm)

Lead investigator identified by Service Management Team (SMT) or Triumvirate

Lead investigator identified by PST / H&S and agreed with Triumvirate

Investigation Team established. Terms of reference agreed

Within 30 days

Undertake an appropriate investigation

Undertake an appropriate investigation including analysis with investigation team/group

Within 60 days

Complete investigation report (on Datix)

Complete investigation report (template)

SMT and / or Triumvirate to review and approve final report and action plan

Triumvirate to review and approve final report and action plan

The progress notes in Datix must be kept up to date throughout the incident management process