Reference:	FOI.010
Subject:	Hywel Dda University Health Board (UHB) incident reporting system
Date of Request:	10 January 2019

Requested and response:

1. Does your Health Board use an electronic system to record and manage clinical and non-clinical incidents including patient safety incidents?

   Yes, the UHB uses an electronic system to record and manage clinical and non-clinical incidents.

2. If yes to question 1, what is the name of the system you use to record and manage clinical and non-clinical incidents within the Health Board?

   The UHB utilizes Datix Risk Management System.

3. In relation to the system named in question 2, do you use the system for any other functions other than the reporting and management of incidents?

   The UHB utilises the Datix Risk Management System for multiple functions as listed in question 4.

4. If yes to question 3, could you please detail what additional functions the system is used for (i.e complaints management and risk management)?

   The functions utilised by the UHB are listed below:

   - Incident management (patient safety, staff and organisational incidents)
   - Complaints management
   - Claims and Redress management
   - Patient Advice and Liaison Service (PALS)
   - Patient Experience feedback
   - Safeguarding processes
   - Safety Alert management
   - Risk management and Risk Register

5. Could you please provide the cost of the system named in question 2 for the last financial year (2017/18)?

   The cost to the UHB for the Datix Management System in the 2017/18 financial year was £84,775.70.

6. If possible, could you please provide the cost of the system named in question 2 for the last 5 financial years?

   The table overleaf provides the UHB expenditure on the Datix Management System between 2013 and 2017. Please note there was an increase in expenditure on the system from the 2014/15 financial year due to the purchase of a new Datix system.

Financial Year	Expenditure
2013/14	£54,246.25
2014/15	£76,894.00
2015/16	£80,738.75
2016/17	£84,775.70