Datix GP Incident Reporting
Frequently Asked Questions (raised at Practice Manager’s Forum 29/10/15)

Q: One practice received their first NHS 111 professional feedback after a complaint was raised by the practice to NHS 111, would this be suitable to submit onto Datix?

A: Yes, the CCG can adapt Datix including different organisations and subjects to record incidents. The CCG advised that there is a dropdown for NHS111 on the incident reporting form.

Q: It was raised that themes of similar incidents are being recorded from when Datix was first set up in January. What is being done to try and reduce these reoccurring?

A: When the CCG identify a theme in the incidents being recorded onto Datix, these are highlighted with the appropriate provider organisation for investigation and response, including actions taken, lessons learnt to be identified and escalation to the appropriate person e.g. Medical Director. From the reports run from Datix, it is highlighted that some of these themes have reduced. It was queried whether this was because less people are reporting? The CCG was unable to comment but encouraged practices to continue to report these incidents to ensure that they are escalated and investigated as appropriate.

Q: It was queried whether once the incident was reported on Datix, would the CCG contact the provider regarding the incident or would this be the responsibility of the GP Practice?

A: An example was given where the practice had contacted the provider and resolved the incident but still recorded it on Datix. Practices were asked to record any actions taken at the time of reporting the incident. The CCG will then contact the provider organisation in relation to the investigation.

Q: It was felt that if practices had information on other practice incidents that it would be useful for shared learning.

A: it was advised that once the CCG holds more data of incidents that have been reported, valuable data reports can be collated and distributed to practices. It was agreed that these could be produced quarterly and circulated to Practice Managers.

Q: Will incidents always be fed back to the provider?

A: Yes, all incidents will be reviewed by the Corporate Officer and Lead Nurse Quality and Patient Safety on a weekly basis and then will be highlighted with the appropriate provider organisation for investigation and response, including actions taken and lessons learned to be identified, which will then be fed back to the reporting practice.

Q: Would it be possible to receive copies of Healthwatch or Patient Advice and Liaison Service reports?
A: Yes, the CCG would be happy to distribute these reports to practices. This information is reported to the Governing Body on a bi-monthly basis – Governing Body papers are available on the public website:

https://www.wirralccg.nhs.uk/About%20Us/board-meetings.htm

Q: Can GP practices be reported about?

A: Yes, provider organisations can report incidents regarding GP Practices in the same way that GP Practices can report regarding provider organisations. These incidents will be highlighted with the GP Practice for investigation and response, including actions taken and lessons learned to be identified.

Q: Can Pharmacy issues be logged onto Datix for example incidents regarding Electronic Prescribing?

A: Yes, this data is always useful in identifying any themes that practices are experiencing. The CCG would also encourage recording of any Nursing Home incidents or any information that would need to be flagged with the CCG. It was noted that Pharmacies and Nursing Homes are included within the dropdown organisations on the Datix incident reporting form.

Q: Can old reports be reviewed?

A: Yes, Practices have login details for Datix, so that any incidents reported can be accessed. The Corporate Team are also to visit practice at a later date to demonstrate how reports can be set up and collated from the system.

Q: Can Datix record positive information?

A: Yes, the CCG would encourage any positive experiences to be recorded onto Datix also.

Q: Would it be possible for the CCG to arrange WHIS to attend practices and upload the Datix shortcut onto each practice computer desktop?

A: The CCG would happily arrange with WHIS and practice for a technician to load the icon onto desktops.

The presentation slides are also available within the member’s section of the CCG’s website - https://www.wirralccg.nhs.uk/Members/