12 March 2020

Thank you for your request concerning Datix Reporting System.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1)   Which system are you using (Rich client, web or Cloud)? (for modules)

The Trust uses Datix Web for incident and risk reporting. The Rich client is being used for some admin and reporting purposes and for Complaints and Claims logging.

2)   What training is delivered? How often? Is it face to face, one to one or e-learning?

Monthly bookable training (2 hour session for reporters and 2 hour session for reviewers) is delivered by the Datix Lead. Ad hoc face to face and team sessions are arranged as required. An e –learning training package is in development.

3)   Incident administration – do they review the incidents to determine level of harm etc? Do they finally approve and upload incidents to NRLS?

Operational team leaders review incidents for their own areas.

The Safer care Team upload incidents to NRLS and undertake review of incidents graded as moderate, severe and death.

4)   Is the system linked to other systems such as patient administrations systems and ESR?

The system is currently in the process of being linked to an in-house developed Dashboard to give top level visibility of incident data.

Work is ongoing around access to all systems with a single login and inter system links.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click here.