

THE MANAGEMENT OF SIGNIFICANT EVENTS (SERIOUS INCIDENTS) IN GP PRACTICE

A **Significant Event** in Primary Care is recognised. Commence the Practice internal system for investigating and managing significant events.

Is this a **patient safety** incident?

Yes

No

Take appropriate actions to maximise patient safety, acting with openness and transparency throughout the investigation ensuring regulation 20 'Duty of Candour' is being met.

Log details of the event on NRLS website.  
[https://report.nrls.nhs.uk/GP\\_eForm](https://report.nrls.nhs.uk/GP_eForm)  
Tick 'share with CCG' to enable reporting of themes.

**CQC**  
Does it need reporting to CQC? Guidance can be found at: <http://www.cqc.org.uk/content/notifications-gp-providers>

**SAFEGUARDING**  
Does the incident need reporting to MASH? Any allegations of abuse made against staff require reporting Tel: **0300 500 8090**

**ALL MEDICATION INCIDENTS / CONTROLLED DRUG INCIDENTS**  
For all medication incidents, advise Coral Osborn (Senior Prescribing and Governance Advisor) [cosborn@nhs.net](mailto:cosborn@nhs.net)  
Is it an incident relating to controlled drugs? Refer to NHSE SOP for Controlled Drugs significant event monitoring. The local NHSE Controlled Drugs Accountable Officer Samantha Travis is [samantha.travis@nhs.net](mailto:samantha.travis@nhs.net)  
All incidents relating to controlled drugs should be reported on [www.cdreporting.co.uk](http://www.cdreporting.co.uk) (North Midlands Region)

**INFORMATION GOVERNANCE**  
Does it impact on the Practices compliance with the Data protection Act? Report on IG toolkit <https://www.igt.hscic.gov.uk/Home.aspx?tk=422047111692061&cb=496f0a62-03bd-4357-9841-f97d92c1064d&lnv=7&clnav=YES>

**PROFESSIONAL PRACTICE**  
Is this an event that needs reporting to the Professional Standards team and or the GMC / NMC or other professional regulatory body? [england.northmidlandsftp@nhs.net](mailto:england.northmidlandsftp@nhs.net)

**HEALTH AND SAFETY EXECUTIVE**  
Does the incident require reporting to HSE under RIDDOR? <http://www.hse.gov.uk/riddor/index.htm>

**INFECTION CONTROL**  
Does this incident relate to an infection control concern? Does it relate to a Healthcare Associated Infection? Is the GP signing a death certificate for a community patient where the main cause of death is Clostridium Difficile or MRSA Bacteraemia? Contact the CCG Infection Control Team 01623 673081 or [maccg.ipc@nhs.net](mailto:maccg.ipc@nhs.net)

**NOTIFIABLE DISEASE**  
Report to local health protection team <https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report> and complete the Notification of Infectious Diseases Form available via <http://midnottspathways.nhs.uk/>

**SCREENING/ IMMUNISATION INCLUDING COLD CHAIN INCIDENTS**  
For incidents relating to screening / immunisation contact the Screening and Immunisation team on 0113 8247537 or 07918368418 or Email: [ENGLAND.SCRIMMS@nhs.net](mailto:ENGLAND.SCRIMMS@nhs.net)  
For guidance about screening and immunisation issues see the Clinical Pathways website <http://midnottspathways.nhs.uk/>

Is this a Significant Event that needs reporting as a **SERIOUS INCIDENT** to the CCG to record on STEIS?  
Guidance can be found at: <http://www.england.nhs.uk/ourwork/patientsafety/serious-incident/>

Contact the CCG Quality and Safety Team for support with the definition of **SERIOUS INCIDENTS**

Yes

No

Report the incident to the CCG Quality and Safety Team by telephone within 24 hours and complete the Mid-Notts Serious Incident Notification Form (SI1) available on the Clinical Pathways website <http://www.nnotts.nhs.uk/ccgpathways/default.aspx>

Undertake investigation internally as per practice policy. Share any learning locally.

The CCG Quality and Safety Team report the incident on STEIS (Strategic Executive information System) and co-ordinate the completion of an investigation by the appropriate provider service. One of the following tools may be used:  
Mid-Notts Pressure Ulcer template  
Mid-Notts concise investigation template  
Mid-Notts comprehensive investigation template  
Mid-Notts suicide review template  
Investigation into the incident using these templates needs to be completed within 60 days. The CCG Quality and Safety Team monitor completion of any actions arising from the investigation.

Mid Notts CCG Contacts Quality & Safety Team		
Rosa Waddingham	Deputy Chief Nurse and Strategic lead for CHC and Personalisation	07834172091
Sue Barnitt	Head of Quality and Adult Safeguarding	07801400778
Margaret Cheetham	Quality and Safety Manager Vulnerable Adults	07827873131
Sharon Garratt	Quality & Safety Manager Secondary Care	07500783221
Nick Judge	CHC Quality Assurance Manager	07824321717
Donna Nussey	Quality and Safety Manager Care Homes	07713301610
Annie Tasker	Quality and Safety Manager Primary care	07545 420398
Gemma Riley	Quality Information Officer	01636 594879
Emma Smith	Quality Support Assistant	01636 594882
Generic Email: <a href="mailto:NSHCCG.MidNottsReporting@nhs.net">NSHCCG.MidNottsReporting@nhs.net</a>		