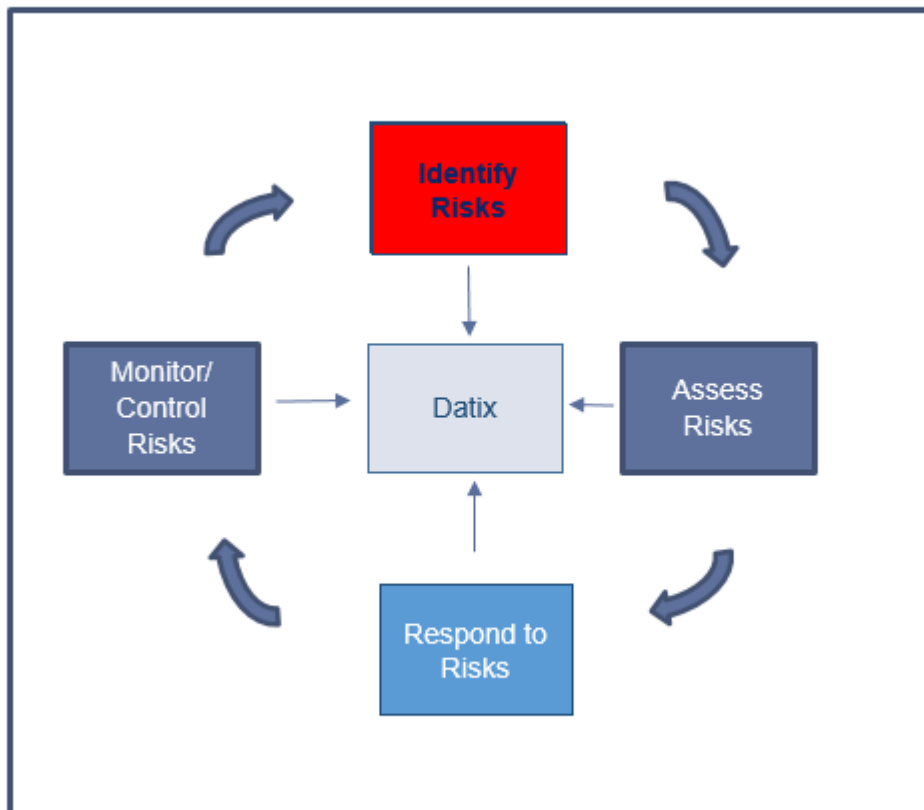


Datix

What is it?

- A type of software used to manage incident reporting, complaints, claims, and safety alerts.
- A mechanism for health professionals to report incidents, including near misses, effectively.
- Anything that goes wrong, no matter how small, can be reported via Datix.
- A way for NHS Grampian to **manage risk**.

It is essential incidents are reported straight away, and NHS Grampian staff have statutory reporting requirements to be considered within 72hrs.



What happens when PCS Team receive notification of an incident (via PCS team)?

- Pharmaceutical Care Services Development and Improvement Manager reads the report, and assesses the incident in terms of severity. Points considered:
 - o Did patient come to harm?
 - o This can range minor to major – Duty of Candour considered?
- Contact made to the community pharmacy, to discuss the contents of the report directly with them.
- Community pharmacy feedback to PCS team what action has been taken internally at the pharmacy as a result of the incident, and outline what lessons have been learned on reflection. Report completed on Datix reporting system, these reports are collated and reviewed quarterly at Pharmacy Performance and Governance Group.