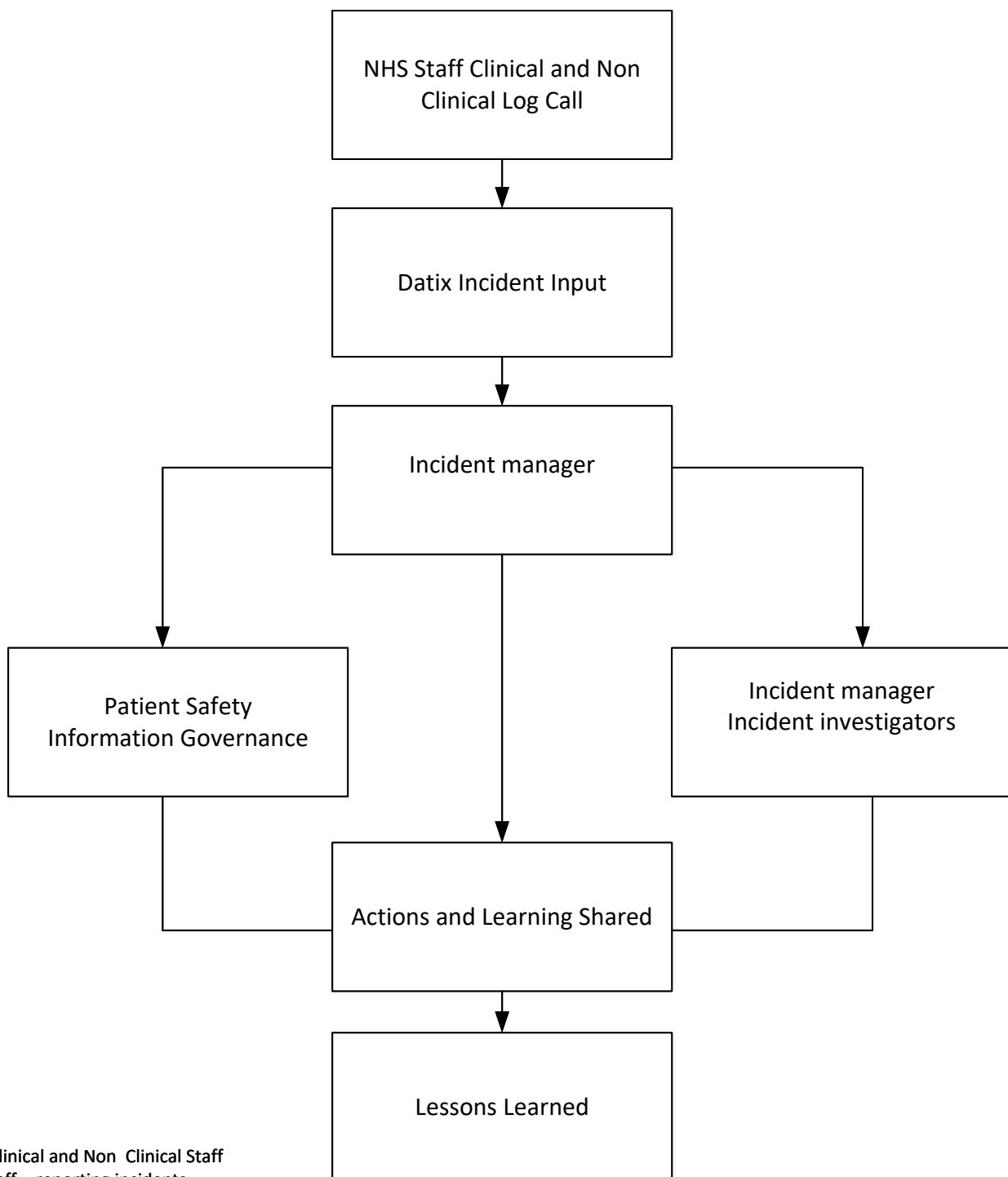




Actors – Clinical and Non Clinical Staff

Roles – Staff – reporting incidents

- Incident managers – Manager Review - Remove, more detail and/or approve – Escalate to the relevant department
- Departmental Roles - Investigate, Resolve, Close, Advise, Report.
- Departmental Governance – investigate and track actions
- Department – Shared learning

Business Process – Report incident – review Incident- Assess Risk – Risk/Incident Score – appropriate Escalation- Action- Close -Reflection

Application Component – Datix – emails

Application process

- Staff log the incident using Datix.
- The system automatically sends an email notification to the relevant manager for review.
- The incident manager checks the details, removes duplicates, and adds further information if required.
- If needed, the incident is escalated to the relevant department for investigation.
- The department investigates, records findings, and updates actions.
- Once resolved, the incident is closed and marked for reflection.
- Governance teams track progress, review actions, and identify themes or trends.

Learning outcomes are shared across departments to support improvement and prevent recurrence.

Data Objects –Incident ID, reporter details, date/time, category, severity/risk score, investigation notes, actions, closure status, learning summary

Goals - Promote timely and accurate incident reporting, support staff learning and improvement, ensure risk visibility across services, and strengthen safety culture in line with NHS Wales Quality and Safety standards.