

Toolbox Talk / Note – Reporting an Incident

Local Managers should communicate these key safety messages to their staff at handovers, staff meetings, huddles etc. They are developed in response to events that have occurred or identified hazards.

What is Datix for?

Datix is the software used by NHS Greater Glasgow and Clyde for clinical and non-clinical incident reporting and forms part of the boards Risk Management Strategy. In addition to the incident module the following modules are also utilised by the board; Risk Register, Legal Claims, Complaints and FOI Module.

Why should I use Datix?

The open reporting of even minor incidents, enables the identification, understanding and addressing of the factors causing incidents. This can lead to an improvement in the quality of patient care and minimisation of future risk. Additionally, using Datix to report adverse incidents allows trends to be identified and investigated.

The occurrence of an incident (or near miss) will allow weaknesses to be identified in the system, through which corrective action, for example, reviewing a work area or a particular practice, will minimise the chance of similar incidents in the future.

What should be reported?

All adverse incidents should be recorded (clinical and non-clinical), including near misses and potential incidents; and involving patients, relatives, visitors, staff, contractors, volunteers or the general public.

An *incident* is any event or circumstance that led to unintended or unexpected harm, loss or damage. A *Near Miss* is an event or occurrence which, but for skilful management or a fortunate turn of events, *would* have led to harm, loss or damage. See the tool box talk on **Near Misses**.

Examples include; needlestick, manual handling, violence and aggression,

chemical exposure, contact with an object.

How do I Report an incident?

Datix is a web-based application that allows any staff member with access to [Staffnet](#) to report an incident. Use the link or open staffnet, and follow steps 1 – 3 below:



Support

Help with completing some fields is provided on the form itself, click on icon (?) and guidance will be provided. Additional support is provided by the Datix team on 0141 201 0576/9368 or by emailing the Datix team datix.administrator@ggc.scot.nhs.uk.

Training

Training is available via Learnpro or classroom based training is offered. Details are on the Datix Staffnet pages [Staffnet > Applications > Datix > Datix Training](#)