An incident or unfavourable event has occurred

Is a severe incident?

Yes

No

Unsure

Follow 'YES' pathway

Begin emergency treatment if needed

Begin treatment if needed

Communicate with person in charge of ward and complete an incident

Communicate person in charge of ward and medical team and complete an incident application

Person in charge of ward should inform senior staff without delay who should inform senior staff

If patient, tell medical staff and relatives (with patient's approval)

If member of staff or public is injured, concern emergency if treatment is needed

Start initial risk evaluation to establish if immediate actions are compulsory to decrease the possibility of the incident reoccurring

Finalize the incident report and confirm that the line manager is known by the next working day

Inform patient and relatives of any incident that has caused significant damage

Take into account any HR involvement if there are personnel issues that may be handled via the disciplinary

Document incident and every action in patient's log

An investigation will be agreed through the director of patient safety in collaboration with the business unit

The governance team and manager to communicate externally to the appropriate agency within time limits

The manager of the department is to examine the incident report and conduct a local investigation. They are to report any serious concerns found as a result of the inspection to governance as soon as possible

The governance team and manager to communicate externally to the appropriate agency within time limits

Investigation findings including proposals with actions decided through stakeholders

Consider any HR involvement if there are workforce issues that may be handled by the disciplinary policies

Action plans supervised by the business unit and clinical management meetings

Director to revise the underlying reasons to avoid incident happening again within one month of the incident arising

Consultations with patient's families to discuss results and aspects of learning and development.