

Make it Safe plus (MiS +) and Incident Learning Panel (ILP) Process'

MiS+

- Investigating Officer (IO) to inform the Patient Safety Team (PST) via the Datix system of completed MiS+ using the below contact within the communications section
BCU.PatientSafetyTeamApprovals@wales.nhs.uk
- PST to run a MiS+ report every afternoon and check whether there are any MiS+ (catastrophic, Severe incidents plus any moderate reported incidents which have been referred for review by local PTR group) that have been completed and not been submitted to the PST for review
- PST will provide feedback/outcome from the MiS+ review via the Datix system to advise whether the incident requires further investigation to be conducted
- If further investigation is required, an Incident Learning Panel (ILP) will be initiated as per the process below

ILP Process Investigation 30/60 days		
To be completed by	Step Required	Action Required
All	Progress Notes	Update progress notes at each step
PST - Investigation Support Manager (ISM)	Corporate Review – <i>PST Use only</i>	PST use closed date – ILP date PST Action PST Notes
PST - ISM	30 Days	Set ILP Date for 20 working days
PST - ISM	60 Days	Set ILP Date for 45 working days
PST - Support Officer	ILP Date	<p>ILP dates occur every Thursday 13:30 – 16:00</p> <p>Set up as reoccurrence</p> <p>Invite sent to:</p> <div style="background-color: black; width: 100%; height: 100%; margin: 5px 0;"></div> <p>By exception: Speciality Experts if required Observers as and when required</p>

Service / IO	Investigation 30 days: Report Submission for ILP within 20 Days	<ul style="list-style-type: none"> ➤ Upload final report to the Datix system ➤ Upload Director Approval to the Datix system ➤ (IO) to inform the Patient Safety Team (PST) via the Datix system of uploaded report and approval using the below contact within the communications section BCU.PatientSafetyTeamApprovals@wales.nhs.uk
Service / IO	Investigation 60 days: Report submission for ILP within 45 Days	<ul style="list-style-type: none"> ➤ Upload final report to the Datix system ➤ Upload Director Approval to the Datix system ➤ (IO) to inform the Patient Safety Team (PST) via the Datix system of uploaded report and approval using the below contact within the communications section BCU.PatientSafetyTeamApprovals@wales.nhs.uk
PST	ILP agenda	<p>Agenda to be added to the Teams channel for ILP – BCU Patient Safety Team</p> <p>Teams Chanel Link - ILP new</p>
PST - ISM	Report Not Submitted within allocated ILP timeframe	<ul style="list-style-type: none"> • Inform Service of non-compliance and investigation withdrawn from ILP • Update patient safety notes in the 'free text' box (corporate section: Patient Safety - Notes) within Datix • Add notes, including the date to the progress notes on Datix • Escalate to Divisional Directors • Share weekly ILP tracker via Teams channel
PST - ISM	Corporate Review <ul style="list-style-type: none"> ➤ Updates ➤ ILP Outcomes 	<ul style="list-style-type: none"> • Update - Decision (For Corporate Patient Safety use only) • Input Outcome and information following ILP meeting within the free text box including date e.g. 15/10/2021_closed
PST - ISM	ILP Report – Weekly	<ul style="list-style-type: none"> • Run query and report for all overdue and prospective ILP dates ➤ Update relevant IHC lead and Quality Governance Leads with issues for escalation and overview
Report author / Governance Lead	ILP Weekly Meeting	<ul style="list-style-type: none"> • A weekly calendar invite will be available to call in appropriate person to discuss the report If needed • PST will ensure relevant person has access

PST - ISM	Outcome of ILP in corporate review section (Datix)	<ul style="list-style-type: none"> • ILP outcome update on Teams Channel and Datix (PST) • Upload report as final version • Complete NHS Wales Executive outcome form if applicable • Inform IO via Datix of ILP outcome • Update Progress Notes <p>The Incident Learning Panel function is not a process to approve reports but to ensure an objective review of completed investigations:</p> <ul style="list-style-type: none"> ▪ support the identification of learning opportunities ▪ Assure the action plan addresses the identified learning ▪ To promote a just and learning culture approach <p>If these requirements are met, inform IO that investigation report has been reviewed with an outcome of:</p> <ul style="list-style-type: none"> • Patient Safety Team will update the <i>proportionate investigation section sufficient – close</i> • IHC/service to then complete ALL fields in Datix • Close on Datix system on completion of actions from the investigation • Share report with patient/next of kin as appropriate in line with Duty of Candour by the service <p>If any of the above requirements are not met:</p> <ul style="list-style-type: none"> • Inform IO via Datix of ILP outcome • Any reports resubmitted will require re approval
IO / Service	ILP Requirements met	<ul style="list-style-type: none"> • IHC/service to then complete ALL fields in Datix • Close on Datix system on completion of actions from the investigation • Share report with patient/next of kin as appropriate in line with Duty of Candour by the service
PST Admin	Actions from the investigation	<ul style="list-style-type: none"> • Set up actions within Datix and assign within 2 days
PST – Admin	ILP Outcomes	<ul style="list-style-type: none"> • Feedback provided on progress notes • Send for Exec sign off if subject to RLP or Inquest • Inform if Alert or Lessons Learned template required
PST - ISM Service	Teams Channel	Advise via teams channel reviews complete – Service can then check for updates