

Case Study: Implementing an incident reporting system



Through close collaboration with our customers NECS have delivered a solution to easily and efficiently report all issues, concerns and incidents which affect patient safety and care from GP Member Practices.

The challenge

Thirteen CCGs across the North East and Cumbria required a more efficient way of collating and analysing patient safety incidents reported from their member practices.

Previous systems used to record incidents included three on-line systems of which only one was used regularly representing only 20% of GP practices in the area. Over 40% of practices had individual or no systems in place other than for reporting internal significant events.

With experience of managing and coordinating projects across the region NECS were well placed to be able to collaborate with all CCGs and their member practices to provide a bespoke solution.

The tasks

- Review current systems in place to understand the information being captured and assess any gaps
- Research solutions that would enable practices to capture information and allow NECS to analyse trends
- Engage with member practices to develop the right tool so it was user friendly and efficient
- Implement the system across 13 CCGs, more than 470 GP practices representing 3.225 million registered patients spread over 15,339 km².
- Provide training sessions both face to face and through e-learning with written guidance for on-going support.

The execution

As the provider of clinical support services across all CCGs NECS were able to procure the Safeguard Incident and Risk Management System (SIRMS) from Ulysses as a tool to efficiently deliver a solution for their customers.

Incorporating feedback from users of an earlier version of the software, system development involved CCG customers who were invited to several workshops providing input into the format, content and function of the web-reporting form and in the design of the incident management processes that govern the use of the system.

The GP implementation project making SIRMS available to practices in an initial nine CCGs began in January 2014 but was expanded to all thirteen CCGs with project completion in August 2014.

Project delivery requirements varied between CCGs so implementation was tailored for each one whilst delivering a high level of practice engagement across all CCGs with the aim of enabling the effective use of the system post implementation. The NECS Clinical Quality Team led the project collaborating internally with Governance, IT Infrastructure and Medicines Management.

The result

As a result of incidents reported by GP practices in the first few weeks of the project, NECS were able to identify emerging trends and raise these as issues with the Trusts in question. In one CCG this related to the reported delays in receiving diagnostic test results (x-rays), whilst in another the availability of two week wait appointments across a number of specialities were quickly identified and addressed with the service provider.

An overall benefit to customers lies in the strength of the system to capture the 'Big Picture'; that is, intelligence across CCG boundaries about the same providers and the ability of the team to analyse that information. For example CCGs using one Foundation Trust are able to learn from information reported about that trust from practices all over the region. The ability to share lessons learned has been significantly enhanced enabling the establishment of new levels of best practice across the region; this was not previously possible.



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