

Leeds GP Confederation Incidents & Risk overview August 2022-July 2023

- SEA Policy.
- Summary of SEAs in the last 12 months with brief description, any outcomes and/or action taken.
- Risk register, including all open risks.
- Patient Safety Alert Policy.
- Log of patient safety alerts with details of actions taken.

Incident Policy:

Leeds GP Confederation has a robust Incident Management and Serious Incident Management Policy that is embedded across our services.

Please see embedded policy below:



Incident
Management and Serious Incident

Tracey Lindsay, Operational Team Leader, and Dr Benjamin Hammersley, Deputy Medical Lead, provide leadership and oversight across the incidents processes. They are supported by the wider Senior Management Team.

We operate a culture of openness, transparency and learning and encourage staff to report concerns and incidents so remedial action can be taken where needed, and to ensure continual learning and improvements. Due to our open culture, we find that our workforce does raise incidents of less significance as well as significant incidents; all which are fully investigated in line with our policy which can mean our reporting numbers look high. During the reporting period August 2022 to July 2023 there were a total of 156 Datix incidents reported. As part of our investigation process, all actions and learning from incidents are recorded on Datix. Please see embedded tracker which provides details of the incidents raised:



LGPC Incident
Tracker Aug22-Jul23

Lessons Learned:

Incidents are reported on at the monthly Operational Governance meetings, which feed up to the Executive Team, via the Quality Committee. At the quarterly Quality Committee an overview of all incidents is provided.

We ensure lessons learned are shared and improvements are made where necessary. Embedded below is a document that details themes from incidents covering August 2022 – July 2023:



Incidents Lessons
Learned Aug23-July23

Detailed below are some examples of lessons learned / sharing, and improvements made following incidents.

- 1) Following a number of incidents reported about inappropriate Same Day Response bookings, an infographic was developed and launched across Primary Care to aid with decision making re service appropriateness. Since its implementation, there has been a reduction in incidents reported about SDR bookings. Please see embedded infographic below:



SDR Process
Map.pdf

- 2) Following a number of incidents reported regarding the referral processes with Confederation services, the referral process has been reviewed and refreshed to make the process clearer. Feedback from clinicians confirms the new process document is much clearer and we hope to see a reduction in the number of referral related incidents. Please see embedded referral process document below:



LGPC Referral
Processes August 2023

- 3) An 'on call manager checklist' has been developed and implemented which prompts the individual 'on call' to check the Confederations Systmone booking platform daily for any 'tasks' that require actioning. The aim being a reduction / prevention in any delays with task completion. Please see embedded checklist below:



On call check
list.xlsx

- 4) Following a serious incident regarding a testicular torsion, a lessons learned blog was developed and shared to ensure that learning was far reaching. Please see embedded blog below:



Shared-Learning-Blog-28.03.23.pdf

- 5) Following the unexpected death of a patient that was assessed in the Same Day Response service (NB: patient died in A&E) a learning from death review was completed to identify any learning needs. Please see embedded learning from death review:



LEARNING FROM
DEATH REVIEW - RA

Risk Register:

We identify and manage our risks via our risk management processes. These are captured and reported on through our Risk Register. The risk register is discussed as a standing agenda item at our Operational Governance Meetings, which feed into the Executive via the Quality Committee. Please see embedded risk register below:



Operational Risk
Register August 2023

Patient Safety Alerts:

Please see embedded below or MHRA Alert/Dissemination Policy which details the process that Leeds GP Confederation follows in relation to safety alerts. Due to the nature of our services, we do not keep a log of alerts as we do not hold patient lists. Any patient specific actions associated with alerts are managed by the patients own registered practice.



LGPC MHRA Alert
Policy .docx