

15 February 2011

Dear Colleague

RE: ADVERSE INCIDENT (AI) REPORTING

I am pleased to inform you that an updated Adverse Incident (AI) reporting system for all Family Practitioner Services is now in place. Adverse incident reporting is an important part of risk management in clinical governance. The purpose is to learn from these incidents, share knowledge across practices and prevent reoccurrence.

The definition of an adverse incident is **“any event or circumstance that could have or did lead to harm, loss or damage to people, property, environment or reputation.”** Adverse incidents and near misses should be reported to your local Family Practitioner Office without delay using the form AIF1 (attached). Please arrange to have blank copies of this form stored at your practice. This form may also be obtained from your local FPS office. Reporting of near misses is at least as important as reporting adverse incidents in this context.

As well as sharing learning from individual cases in a timely manner, trend analysis of adverse incidents will be undertaken on a quarterly basis. Quarterly updates and an annual report will be produced. This AI reporting system is being introduced into Medicine, Pharmacy and Optometry so there will be an opportunity to address interface issues and common themes within FPS as well as incidents at the interface with Secondary Care.

A very small proportion of the adverse incidents reported to FPS may meet the HSCB Serious Adverse Incident (SAI) Criteria (Appendix 1). This will be decided by a senior board officer who will be responsible for onward notification and lead any further investigation in consultation with the practice and relevant professional advisers.

I have also attached a list of FPS governance staff involved in dealing with adverse incidents (Appendix 2) and a FAQ sheet. Should you have any queries regarding the process please contact the governance staff in your local office.

There will also be an opportunity to ask any questions you may have about the process at training events that will be organised in conjunction with LDCs.

It is hoped that this system working within FPS will produce useful learning for Practices and be a means to address incidents which may be a recurring problem for a number of practices.

Yours sincerely

A handwritten signature in black ink that reads "Michael Donaldson". The signature is written in a cursive style with a large, stylized 'D' at the end.

Michael Donaldson
Assistant Director of Integrated Care
- Dental Services

