

LEARNING FROM INCIDENTS



Serious Incidents

Never Event - Wrong Site Surgery.

The incorrect side of lesion was biopsied during an image guided procedure. As a result the patient required an additional visit for the correct side to be biopsied, which resulted in delayed diagnostics and diagnosis.

Immediate Actions taken:

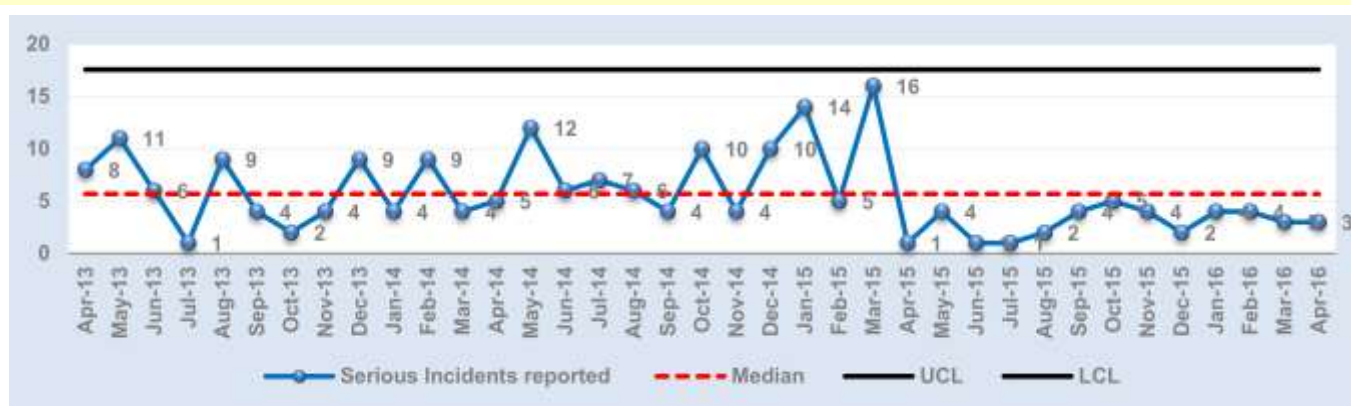
- Patient rebooked and correct biopsy taken.
- Department procedures reviewed including use of the WHO checklist.

Pharmacy- Closure of in house chemotherapy manufacturing service due to environmental contamination - Pseudomonas found in routine water testing

Immediate Actions taken:

- Regional Quality Assurance Pharmacist visited and reviewed all micro results.
- External providers contacted and alternative arrangements made for provision of service.
- Meeting with Carillion, estates, microbiology and service leads and action plan developed.

Total Serious Incidents reported April 13- April 16



- A total number of **35** serious incidents were reported during the period April 2015 to March 2016
- In **March 2015** a revised Serious Incident Framework was released by NHS England. The reduction in 'blanket' reporting of pressure ulcers and falls on STEIS reflects this revised Serious Incident Framework allowing us to focus on the most significant risks and opportunity for learning.

Learning from Serious Incidents - Information Governance

A trust employee sent an email with an attached file containing patient-identifiable data (PID). The email was sent securely to external stakeholders however they have no legal entitlement to receive PID. The file should have been rendered fully anonymous before transmission.

Remember

- When sending documentation externally to double check for PID and remove where necessary.
- Remember only individuals that have the right to view PID can receive the PID.

Useful Reminder for all nurses- Please remember the definitive guide to clinical nursing skills 'The Royal Marsden Manual of Clinical Nursing Procedures' is available and can be found online at: http://www.royalmarsdenmanual.com/productinfo/online/hospitals_nhstrust.asp. This is the ultimate online clinical procedures tool providing instant online access to clinical skills resource.