**Primary Care Independent Contractor Serious Incident (SI) / Never Event Reporting Process**

Serious Incident/Never Event identified by Independent Contractor

(refer to NHS England Serious Incident Framework for definition)

Independent contractor completes Serious Incident / Never Event Reporting Form

Email completed incident form to Area Team secure mailbox

[england.lat-si-alerts@nhs.net](mailto:england.lat-si-alerts@nhs.net)

**Appendix 1**

Area Team log incident onto STEIS\* and issue reporter with a STEIS incident reference number, Root Cause Analysis (RCA) investigation template and the timescale for the investigation: 45 days for grade 1 incidents; 60 days for grade 2 incidents\*\*

Independent Contractor to email completed RCA template to the Area Team secure mailbox

[england.lat-si-alerts@nhs.net](mailto:england.lat-si-alerts@nhs.net)

If decision is that incident does not meet the criteria of an SI the AT will de-escalate on STEIS

Area Team to inform relevant provider of recommendations agreed at SI sign-off meeting and request resubmission of final RCA report within 10 working days

Provider to submit evidence of completion of all actions identified within the RCA (grade 2 SI’s only)

Area Team will share anonymised themes/trends, lessons learnt and recommendations with all relevant independent contractors as appropriate

Area Team inform relevant provider of decision to close incident. Area Team close SI on STEIS system

Area Team inform provider of decision and update the STEIS system

If closure agreed

If closure not agreed

Area Team discuss RCA template and action plan at the Area Team internal SI sign-off meeting and agree closure