

From the office of: David Sharp, Area Director (Leics & Lincs)
Telephone: 0116 295 7293
Email address: david.sharp5@nhs.net
Our ref: SI reporting Oct-13

Tel: 0116 295 7500
Fax: 0116 295 7599

19 September 2013

All Primary Care Independent Contractors
All Practice Managers

Dear Independent Contractor

Re: Serious Incident Reporting Requirements from 1 October 2013

As from the 1 April 2013 NHS England has been responsible for the management of serious incidents across Primary Care. The Area Team, in discussion with CCG's arranged for this process to be retained by the CCG's within Leicestershire & Lincolnshire for a period of 6 months to enable the Area Team to establish local systems and processes to manage this going forwards.

From 1 October 2013 the Area Team requires all Primary Care Independent Contractors to report serious incidents/never events directly to The Leicestershire & Lincolnshire Area Team as per the requirements within the Serious Incident Framework (March 2013).

A serious incident can be defined as an incident that occurs during NHS funded healthcare, which results in unexpected death or severe harm, allegation or incidents of physical abuse, sexual assault or abuse, loss of confidence in the service, adverse media coverage or public concern about an organisation.

Serious incidents requiring investigation in healthcare are rare, but when they do occur, everyone must make sure there are systematic measures in place to respond. These measures must protect patients and ensure that robust investigations are carried out, which result in organisations learning from serious incidents to minimise the risk of the incident happening again.

To assist you with the reporting and investigation of serious incidents the following documents are attached:

1. Independent Contractor Serious Incident Reporting Process
2. Serious Incident Reporting Form
3. Root Cause Analysis Investigation Template
4. Root Cause Analysis Investigation Template Guidance

Area Director: Dr David Sharp

5. NHS England Serious Incident Framework Guidance
6. Department of Health Never Events Policy Framework

This process has been shared with and reviewed by the Leicestershire & Lincolnshire Local Medical Council. The LMC can provide support to practices involved in the process.

If you have any queries regarding the above please do not hesitate to contact the Area Teams Patient Safety Lead, Liz Hart on: 0116 295 7538

Yours faithfully,



David Sharp
Director (Leicestershire & Lincolnshire Area)
NHS England

Cc: Leicestershire & Lincolnshire CCG Board Nurses
CCG Patient Safety Team Leads
NHS England (Leicestershire & Lincolnshire Area) Medical Director
NHS England (Leicestershire & Lincolnshire Area) Nursing Director
NHS England (Leicestershire & Lincolnshire Area) Head of Primary Care

Area Director: Dr David Sharp

High quality care for all, now and for future generations