## **Professional to Professional Pathway for Reporting Concerns to SaTH**



- Fact Finding Assessment concerns
- Medication concerns
- Communication concerns
- Equipment concerns
- Potential harm concerns
- Dignity concerns
- Covid-19 concerns

**Concern** reported



As soon as possible



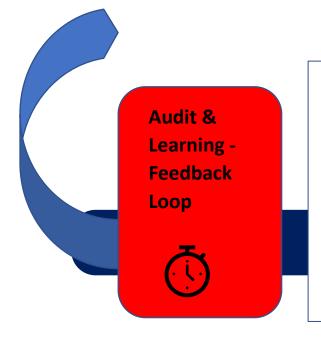
Concern triaged





At point of triage -

- Significant/moderate concerns will be added to Datix
- Weekly interval review of significant/moderate concerns
- Others are logged for thematic review



- Discharge thematic review
- All partners to be invited to participate in the review
- Build baseline of themes/trends/concerns
- Collect data and identify/implement improvements
- Outcome less of the concerns being reported and less of the themes

- Acknowledgment of receipt within 48 hours
- Triage and prioritisation by Senior team
- Investigation requires access to clinical teams
- Initial feedback within two weeks
- Resolution and further/final feedback at earliest opportunity



**INVESTIGATION AND RESOLUTION**