


# Professional to Professional Pathway for Reporting Concerns to SaTH

**Concern Identified**



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

**Concern reported**



**As soon as possible**

External Professional Concern Reporting Form to be forwarded to [patientsafety.sath@nhs.net](mailto:patientsafety.sath@nhs.net)

Reporting Organisation:

Reporter Name and Contact details:

Patient ID: (NHS Number will suffice)

Date and time of incident:



Place the concern is being raised about:

Outline of Concerns:

Information Provided on Discharge:


Action Taken:

**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

**Audit & Learning - Feedback Loop**



- 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

**INVESTIGATION AND RESOLUTION**



- 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