

Clinical Risk Group  
Risk Management Report Card

1. Process for Quality Improvement - by Incident date

Category	Apr	May	Jun	Q1 Total	Jul	Aug	Sep	Q2 Total	Oct	Nov	Dec	Q3 Total	Jan	Feb	Mar	Q4 Total	2018/2019	2017-2018 Total	% change
Total reported	578	601	643	1822	594	606	700	1900	736	656	546	1938	692	578	610	1880	7540	7336	3
Major/Catastrophic	2	2	4	8	1	4	1	6	0	2	4	6	3	1	3	7	27	31	-13
Near Miss	106	107	117	330	102	103	113	318	125	95	87	307	104	105	86	295	1250	869	44
Local Review	0	0	0	0	0	2	0	2	0	0	1	1	3	1	2	6	9	0	+
New Clinical Reviews / Non-Clinical Reviews (date commissioned)	0	0	1	1	1	1	0	2	0	0	0	0	1	0	2	3	6	2	200
New Serious Incident Inquiries (date commissioned)	2	2	1	5	3	4	3	10	3	5	3	11	4	3	3	10	36	25	44

Category	Apr	May	Jun	Q1 Total	Jul	Aug	Sep	Q2 Total	Oct	Nov	Dec	Q3 Total	Jan	Feb	Mar	Q4 Total	2018/2019	2017-2018 Total	% change
<b>Access, Appointment, Admission, Transfer, Discharge</b>	<b>64</b>	<b>70</b>	<b>67</b>	<b>201</b>	<b>59</b>	<b>54</b>	<b>56</b>	<b>169</b>	<b>60</b>	<b>66</b>	<b>42</b>	<b>168</b>	<b>75</b>	<b>47</b>	<b>57</b>	<b>179</b>	<b>717</b>	<b>689</b>	<b>4</b>
Admission	9	12	3	24	6	9	7	22	15	10	12	37	16	6	8	30	113	83	36
Appointment	28	22	39	89	17	19	16	52	29	26	15	70	27	17	21	65	276	277	0
Discharge	15	17	9	41	25	8	10	43	7	11	7	25	20	13	16	49	158	177	-11
Patient's case notes or records	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	4	-75
Problem with the referral from primary to secondary care	0	1	0	1	1	0	0	1	0	0	0	0	0	0	1	1	3	0	+
Transfer	12	18	16	46	10	18	23	51	8	19	8	35	12	11	11	34	166	148	12
<b>Abusive, violent, disruptive or self-harming behaviour</b>	<b>15</b>	<b>16</b>	<b>26</b>	<b>57</b>	<b>14</b>	<b>28</b>	<b>24</b>	<b>66</b>	<b>37</b>	<b>16</b>	<b>25</b>	<b>78</b>	<b>50</b>	<b>25</b>	<b>18</b>	<b>93</b>	<b>294</b>	<b>191</b>	<b>54</b>
Abuse by the staff to the patient	1	0	0	1	0	2	2	4	2	0	1	3	0	0	0	0	8	5	60
Abuse etc of Staff by patients	9	6	19	34	9	14	16	39	23	13	19	55	40	18	10	68	196	123	59
Abuse - other	1	4	2	7	1	3	0	4	4	3	3	10	3	1	6	10	31	25	24
Abuse etc of patient by patient	0	2	2	4	1	2	0	3	0	0	0	0	1	0	0	1	8	11	-27
Self-harm during 24-hour care	2	2	0	4	0	4	2	6	4	0	0	4	1	1	0	2	16	12	33
Self harm in primary care, or not during 24-hour care	0	1	0	1	0	2	0	2	1	0	1	2	1	0	0	1	6	2	200
Abuse of staff by other staff	2	1	3	6	3	1	4	8	3	0	1	4	4	5	2	11	29	13	123

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Category	Apr	May	Jun	Q1 Total	Jul	Aug	Sep	Q2 Total	Oct	Nov	Dec	Q3 Total	Jan	Feb	Mar	Q4 Total	2018/2019 Total	2017-2018 Total	% change
<b>Accident that may result in personal injury</b>	<b>119</b>	<b>114</b>	<b>123</b>	<b>356</b>	<b>108</b>	<b>107</b>	<b>132</b>	<b>347</b>	<b>130</b>	<b>121</b>	<b>124</b>	<b>375</b>	<b>126</b>	<b>106</b>	<b>106</b>	<b>338</b>	<b>1416</b>	<b>1584</b>	<b>-11</b>
Slips, trips, falls and collisions	102	96	104	302	85	91	116	292	109	98	109	316	108	82	87	277	1187	1348	-12
Exposure to electricity, hazardous substance, infection etc	7	5	7	19	8	3	1	12	4	7	7	18	3	7	1	11	60	71	-15
Lifting accidents	3	4	3	10	5	2	3	10	3	8	2	13	2	3	2	7	40	40	0
Accident caused by some other means	1	4	1	6	3	3	3	9	9	2	2	13	3	2	6	11	39	40	-3
Needlestick injury or other incident connected with Sharps	6	5	8	19	7	8	9	24	5	6	4	15	10	12	10	32	90	85	6
<b>Anaesthesia</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>10</b>	<b>7</b>	<b>43</b>
Cardiovascular	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	+
Equipment related	1	1	0	2	0	1	1	2	1	0	2	3	0	1	0	1	8	4	100
Injury or damage connected with Anaesthesia	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0
Respiratory factor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	-100
<b>Clinical assessment (investigations, images and lab tests)</b>	<b>30</b>	<b>36</b>	<b>49</b>	<b>115</b>	<b>52</b>	<b>27</b>	<b>71</b>	<b>150</b>	<b>52</b>	<b>47</b>	<b>36</b>	<b>135</b>	<b>39</b>	<b>40</b>	<b>38</b>	<b>117</b>	<b>517</b>	<b>410</b>	<b>26</b>
Administration of assessment	3	3	5	11	5	7	5	17	2	5	1	8	2	3	2	7	43	34	26
Images for diagnosis (scan / x-ray)	6	5	6	17	5	3	10	18	6	11	9	26	3	5	4	12	73	76	-4
Laboratory investigations	21	28	38	87	41	17	56	114	43	30	26	99	32	32	31	95	395	287	38
Assessment - other	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	2	7	-71
Patient's case notes or records	0	0	0	0	0	0	0	0	0	1	0	1	2	0	1	3	4	6	-33
<b>Consent, Confidentiality or Communication</b>	<b>31</b>	<b>26</b>	<b>32</b>	<b>89</b>	<b>32</b>	<b>35</b>	<b>17</b>	<b>84</b>	<b>34</b>	<b>27</b>	<b>30</b>	<b>91</b>	<b>39</b>	<b>25</b>	<b>39</b>	<b>103</b>	<b>367</b>	<b>356</b>	<b>3</b>
Communication between staff, teams or departments	8	11	13	32	11	13	10	34	12	13	15	40	19	9	18	46	152	161	-6
Communication with the patient (other than consent issues)	4	4	3	11	4	3	1	8	2	2	1	5	3	3	1	7	31	30	3
Confidentiality of information	17	10	16	43	17	19	6	42	15	11	14	40	15	13	20	48	173	148	17
Consent	2	1	0	3	0	0	0	0	5	0	0	5	0	0	0	0	8	12	-33
Consent, Confidentiality or Communication - other	0	0	0	0	0	0	0	0	0	1	0	1	2	0	0	2	3	5	-40
<b>Diagnosis, failed or delayed</b>	<b>9</b>	<b>1</b>	<b>3</b>	<b>13</b>	<b>4</b>	<b>13</b>	<b>5</b>	<b>22</b>	<b>12</b>	<b>7</b>	<b>1</b>	<b>20</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>13</b>	<b>68</b>	<b>36</b>	<b>89</b>
Cancer - Dx failed or delayed	8	1	3	12	2	10	4	16	11	7	1	19	8	1	0	9	56	16	250
Ectopic or other complications of pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
Pulmonary embolism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
Fracture - Dx failed or delayed	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	1	2	3	-33
Some other medical condition	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1	2	1	100
Diagnosis - other	1	0	0	1	2	3	0	5	0	0	0	0	1	1	0	2	8	14	-43
<b>Financial loss</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>
Financial Loss	1	0	2	3	0	0	0	0	0	0	0	0	0	0	1	1	4	4	0
<b>Patient Information (records, documents, test results, scans)</b>	<b>10</b>	<b>20</b>	<b>23</b>	<b>53</b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>46</b>	<b>16</b>	<b>13</b>	<b>13</b>	<b>42</b>	<b>22</b>	<b>13</b>	<b>15</b>	<b>50</b>	<b>191</b>	<b>171</b>	<b>12</b>
Patient's case notes or records	4	9	13	26	7	7	12	26	10	8	7	25	18	7	10	35	112	106	6
Electronic Patient Record	3	9	5	17	4	5	1	10	2	2	3	7	2	2	3	7	41	32	28
Scans / X-ray images	0	1	1	2	1	0	0	1	0	0	0	0	0	0	1	1	4	4	0
Information - other	0	1	1	2	0	2	2	4	1	1	2	4	1	2	0	3	13	8	63
Test results / reports	3	0	3	6	2	2	1	5	3	2	1	6	1	2	1	4	21	21	0
<b>Infrastructure or resources (staffing, facilities, environment)</b>	<b>52</b>	<b>63</b>	<b>61</b>	<b>176</b>	<b>68</b>	<b>68</b>	<b>76</b>	<b>212</b>	<b>91</b>	<b>77</b>	<b>51</b>	<b>219</b>	<b>59</b>	<b>45</b>	<b>51</b>	<b>155</b>	<b>762</b>	<b>949</b>	<b>-20</b>
Environmental matters	12	9	10	31	14	9	7	30	18	19	7	44	6	13	6	25	130	140	-7
Lack of/delayed availability of facilities/equipment/supplies	2	2	4	8	5	1	1	7	7	7	1	15	1	2	0	3	33	46	-28
Information Technology	5	13	13	31	14	9	5	28	6	4	8	18	7	7	10	24	101	83	22
Infrastructure or resources - other	1	4	2	7	0	2	3	5	2	2	5	9	2	2	4	8	29	46	-37
Adverse events that affect staffing levels	32	35	32	99	35	47	60	142	58	45	30	133	43	21	31	95	469	634	-26

### Clinical Risk Group Risk Management Report Card

Incident date: March 2019

Category	Apr	May	Jun	Q1 Total	Jul	Aug	Sep	Q2 Total	Oct	Nov	Dec	Q3 Total	Jan	Feb	Mar	Q4 Total	2018/2019 Total	2017-2018 Total	% change
<b>Labour or Delivery</b>	27	20	14	61	13	35	15	63	15	13	14	42	17	11	28	56	222	221	0
<b>Medical device/equipment</b>	22	46	33	101	35	29	60	124	65	41	43	149	36	47	30	113	487	243	100
Medical device/equipment	22	46	33	101	35	29	60	124	65	41	43	149	36	47	30	113	487	243	100
<b>Medication</b>	70	47	66	183	47	55	71	173	71	71	53	195	57	60	54	171	722	767	-6
Administration or supply of a medicine from a clinical area	42	25	40	107	32	34	42	108	32	38	38	108	38	26	30	94	417	385	8
Advice	1	1	0	2	0	0	1	1	0	0	0	0	2	0	0	2	5	8	-38
Monitoring or follow up of medicine use	1	1	0	2	2	0	0	2	4	1	1	6	2	1	2	5	15	17	-12
Other medication error	2	5	3	10	4	1	3	8	4	4	1	9	2	7	2	11	38	42	-10
Patient's reaction to Medication	1	1	1	3	0	0	1	1	0	1	0	1	0	0	0	0	5	4	25
Preparation of medicines / dispensing in pharmacy	5	4	6	15	2	4	5	11	3	3	6	12	2	11	5	18	56	71	-21
Medication error during the prescription process	18	10	16	44	7	16	19	42	28	24	7	59	11	15	15	41	186	240	-23
<b>Implementation of care or ongoing monitoring/review</b>	80	92	91	263	93	87	99	279	98	96	66	260	97	90	109	296	1098	1110	-1
24-hour monitoring of "at risk" mental patients	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
Inadequate maintenance of fluids	0	0	0	0	1	0	0	1	0	0	0	0	1	0	1	2	3	3	0
Infection control	4	4	2	10	4	1	10	15	11	7	3	21	10	4	8	22	68	73	-7
Possible delay or failure to Monitor	9	8	6	23	3	11	20	34	10	12	8	30	8	6	15	29	116	119	-3
Implementation of care or ongoing monitoring - other	4	9	4	17	3	6	2	11	9	6	4	19	6	5	9	20	67	100	-33
Patient complains of inadequate pain management	0	0	0	0	0	0	1	1	1	1	0	2	1	0	0	1	4	2	100
Pulmonary embolism postoperatively	0	0	0	0	0	0	1	1	1	1	0	2	2	0	1	3	6	0	+
Pressure sore / decubitus ulcer	63	71	79	213	82	69	65	216	66	69	51	186	69	75	75	219	834	812	3
<b>Other - please specify in description</b>	1	0	0	1	0	2	1	3	0	0	2	2	0	0	0	0	6	4	50
Other	1	0	0	1	0	2	1	3	0	0	2	2	0	0	0	0	6	4	50
<b>Security</b>	8	13	16	37	9	19	16	44	13	10	11	34	23	20	12	55	170	177	-4
Security issue related to Equipment	0	1	0	1	1	1	0	2	1	1	0	2	0	1	0	1	6	5	20
Fires, fire alarms and fire risks	0	0	0	0	0	2	0	2	1	0	0	1	1	0	0	1	4	10	-60
Staff records or information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	-100
Security - other	0	2	1	3	0	2	1	3	0	1	1	2	3	1	4	8	16	5	220
Security incident related to Premises, Land or Real Estate	5	8	7	20	7	13	12	32	8	7	9	24	17	16	6	39	115	122	-6
Security incident related to Personal property	3	2	8	13	1	1	3	5	3	1	1	5	2	2	2	6	29	31	-6
Security issue related to Vehicles	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
<b>Treatment, procedure</b>	38	36	37	111	46	30	40	116	41	50	33	124	43	44	51	138	489	417	17
Abdominal organs other than digestive	0	0	0	0	1	1	0	2	0	0	0	0	1	0	0	1	3	0	+
Arteries and veins	0	0	1	1	0	0	0	0	2	3	2	7	5	9	12	26	34	5	580
Transfusion of Blood related problem	8	12	12	32	15	9	13	37	15	18	12	45	14	16	13	43	157	124	27
Bones or joints other than skull or spine	0	0	0	0	1	0	0	1	0	0	0	0	1	1	0	2	3	2	50
Breast	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	2	1	100
Lower digestive tract	1	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	2	3	-33
Upper Digestive tract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
Eye (OPCS4 - CO1-CO86)	0	0	1	1	1	0	1	2	1	2	0	3	0	1	0	1	7	3	133
Lower female genital tract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	-100
Upper female genital tract	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	3	-67
Hysterectomy	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	-50
Infection control	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	2	-50
Miscellaneous operations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	+
Male genital organs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
Mouth	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	-100
Treatment, procedure - other	0	0	0	0	2	1	1	4	1	2	1	4	2	0	2	4	12	7	71
Respiratory Tract	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	2	0	+
Skin	11	5	5	21	3	3	6	12	4	7	2	13	6	4	12	22	68	68	0
Bones and joints of skull and spine	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	+
Soft tissue	0	0	1	1	0	0	0	0	0	1	0	1	0	0	1	1	3	0	+
Connected with the management of operations / treatment	17	17	17	51	21	13	19	53	17	17	15	49	12	13	10	35	188	191	-2
Urinary	0	1	0	1	0	1	0	1	1	0	0	1	0	0	0	0	3	0	+
<b>Totals:</b>	<b>578</b>	<b>601</b>	<b>643</b>	<b>1822</b>	<b>594</b>	<b>606</b>	<b>700</b>	<b>1900</b>	<b>736</b>	<b>656</b>	<b>546</b>	<b>1938</b>	<b>692</b>	<b>578</b>	<b>610</b>	<b>1880</b>	<b>7540</b>	<b>7336</b>	<b>3</b>