

Table for submission - Information relating to Serious Incident Processes in your organisation

East London NHS Foundation Trust (ELFT)		
Information required	Information available (YES/NO)	Please provide your response here
How your patient safety team is comprised – structure, roles and function of the team	Yes	<p><b><u>Patient safety team structure/roles</u></b></p> <p><b>Associate Director of Governance &amp; Risk Management</b> This role provides strategic, director oversight and leadership of the patient safety team.</p> <p><b>Incidents &amp; Complaints Manager</b> This role provides day to day oversight &amp; leadership of the Trusts serious incident investigations and associated processes and staff management.</p> <p><b>Deputy Incidents &amp; Complaints Manager-</b> deputy for the above role (this is a new post yet to commence).</p> <p><b>Serious Incident Reviewers</b> (x 5 full time equivalent plus access to a pool of additional sessional reviewers) These roles are dedicated to lead all serious incident reviews as independent*/objective reviewers. All of the reviewers are trained in root cause and human factors analysis techniques.</p> <p><b>Incident co-coordinators</b> (x 2) Their role provides support to the serious incident review process including the initial informing of a serious incident to the Trust’s Commissioners via NHS England’s national reporting system (currently StEIS- Strategic Electronic Information System); communicating with the clinical teams where the investigations are focused; arranging key review meetings and liaising with the commissioners with updates and investigation reports.</p>

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		<p><b>Incident Assistants (x 2)</b></p> <p>The role of the incident assistants is to provide liaison and support to clinical teams raising incidents (all incidents) and ensuring communication of actions requested by the Trust's Executives pertaining to incidents subject to further investigation.</p> <p>The overall function of the team is to provide objective, independent* investigations into serious incidents raised by the Trust.</p> <p>*Whereas the team is entirely independent of the clinical teams/services they are a corporate service (employees) of ELFT.</p>
What arrangements you have in place for family liaison	Yes	<p>The Trust does not have specific family liaison roles, however, for every serious incident review, patients and or their families are contacted and invited to contribute to the review. This routinely includes the offer for the families to meet with the investigation team and encouragement for them to contribute to the terms of reference/lines of inquiry of the review. Liaison with the patient/families is always led by their preferences (contact mode, methods frequency) throughout the review.</p> <p>In addition, for cases where patients have died and their deaths are subject to inquests, the legal affairs team will, where appropriate, offer any additional support/contact for the family again at their preference and convenience.</p>
What legal support you have in place to support serious incident processes e.g. do you employ a trust solicitor	Yes	<p>The Trust has an internal legal affairs department that supports SI reviews that correlate with Coroner's inquests. In addition, the Trust has access to external solicitors that are enlisted on a case by case basis.</p>
How panel processes are	Yes	<p>Every serious incident review is led by a reviewer from the Trust's dedicated patient safety team</p>

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<p>managed where specialist roles are required to inform the quality of the investigation.</p>		<p>to ensure objectivity and high quality investigations; the lead reviewer is also appointed a co-reviewer with relative subject matter expertise to ensure scrutiny of the quality of the review in relation to the specific services provided to the patient subject to the review. In the case of panel reviews, a medical consultant and lead nurse would be assigned to the panel who are appointed by the Trust's Chief Medical Officer and Chief Nursing Officer respectively; additional co-reviewers/subject matter experts will also be appointed to support the panel review as required.</p> <p>Additionally, all serious incident review reports are subject to quality assurance review by the Incidents &amp; Complaints Manager and or the Associate Director of Governance &amp; Risk Management. Further, before submission of the investigation reports to the commissioners, they are subjected to scrutiny at the Trust's Serious Incident Committee (a Trust Board subcommittee) and Executive approval/sign off.</p>