

Management of incidents involving Millbrook Healthcare wheelchairs

Key: MHC = Millbrook Healthcare; SI = Serious Incident

Community NHS Provider: Incident reported via internal incident reporting process.

Community NHS Provider: Does the incident involve a patient who has a Millbrook Healthcare (MHC) wheelchair and where it is thought the wheelchair **may** have contributed to the incident? If it is a Serious Incident (SI) – provider to report using SI procedures. Duty of Candour to be started.

Yes

Community NHS Provider: Inform MHC of incident via NHS net e-mail and share investigation queries that require a response.

State clear and realistic deadlines for responses (clearly state if incident is being managed as a SI) and provide incident reference number.

All incident communication to MHC must be via:
SCWCSU.MillbrookHantsComplaints@nhs.net

MHC: Log as an incident on internal system. Highlight incident was escalated by community provider.

MHC: Review patient notes and send relevant information (in root cause analysis report summary) to support the community provider investigation process. Ensure any actions identified have clear 'action leads' and completion dates. Send information to provider NHS net e-mail only.

Community NHS Provider: Review MHC information. Liaise with MHC if there are any additional queries or, if the investigation highlights any actions required which involve MHC and which MHC have not already identified. Invite MHC to SI panel/SI pressure ulcer panel, as appropriate.

Community NHS Provider: Incident heard at relevant panel/reviewed by team. Is incident closed?

Yes

Community NHS Provider: If MHC not present at panel - inform them of the outcome of the investigation and overall learning.

MHC: Update incident log with learning and actions. Monitor action plan via usual internal processes.

No

Community NHS Provider: Manage via usual internal processes.

Community NHS Provider: Internal incident/SI investigation process continues.

MHC Telephone Contact:
MHC Governance Team can be contacted on 023 8066 2314

No

Community NHS Provider: continue with internal incident closure procedures.