

Supporting section 2 – NRI reporting processes

Guidance for submission of any NRI forms to the NHS Wales Executive

- All submissions must take place on the approved forms for the designated purpose. Updated forms will be accessible from within each NHS organisation's local Datix Cymru system for use from 1 May 2023.
- All submissions should be made via the NHS organisation's corporate team with responsibility for overseeing incident management processes.
- All forms should be subject to a quality assurance process within the reporting NHS organisation and must receive Executive sign-off prior to submission.
- Forms with mandatory fields incomplete will be returned to the submitting organisation, who will be required to update the forms and re-submit prior to acceptance for processing. It is the responsibility of the reporting organisation to ensure that returned forms are updated and re-submitted as promptly as possible.
- All forms will continue to be submitted via email to NationalReports@wales.nhs.uk until such time the Once for Wales Concerns Management System processes allow for electronic submission.

Notification of new Nationally Reportable Incidents

All organisations will submit Nationally Reportable Incidents to the NHS Wales Executive at the earliest opportunity, but no later than seven working days following occurrence or point of knowledge of the incident.

The NHS organisation must complete all mandatory fields on the notification form, including setting out how long they anticipate the investigation will take.

Following receipt and processing of a completed notification form, the NHS Wales Executive will confirm the NHS Wales Executive NRI reference number associated with that incident.

Timescales for completion of an investigation into an NRI

NHS organisations are responsible for selecting the anticipated timescale for investigating an NRI, from 30, 60, 90 or 120 working days. This timeframe incorporates the whole process from the date of NRI notification to the NHS Wales Executive through to the submission of the investigation outcomes form to the NHS Wales Executive.

At the time of processing the NRI, the NHS Wales Executive will provide confirmation of the date the investigation outcomes form is due, based on the timescale selected by the NHS organisation.

NHS organisations must ensure they are choosing appropriate and realistic timescales for the investigation to be carried out, putting the patient or service user or the person(s) acting on their behalf at the heart of this decision to ensure that they receive relevant information in a timely manner.

Where an NHS organisation is unable to meet the timescale originally anticipated for completion, the reasons why this has been unable to be achieved should be examined by the organisation and also reported to the NHS Wales Executive at the time of submitting the NRI outcomes form. The NHS Wales Executive does not extend timescales chosen by NHS organisations but will work with NHS organisations to understand why delays occur and offer support where appropriate.

Retrospective reporting of certain types of patient safety incidents as Nationally Reportable Incidents

There are a small number of designated incident types that are acceptable to be retrospectively reported following the completion of the investigation. These are:

- avoidable pressure damage
- avoidable falls resulting in any fracture or significant injury
- medically unexpected deaths in the community of patients who have been in contact with Mental Health and/or Learning Disability Services in the last year

Retrospective reporting means that these incidents require reporting as a Nationally Reported Incident where the local investigation has identified a causal or contributory factor in line with the definitions set out in this Policy.

The following forms and timescales apply to the retrospective reporting of these incidents:

Incident type	Timescales for submission	NRI form(s) to use
Avoidable pressure damage	Submission within 60 days from the date of identification of the incident	
Avoidable falls resulting in any fracture or significant injury	Submission within 60 days from the date of identification of the incident	
Medically unexpected deaths in the community of patients who have been in contact with Mental Health and/or Learning Disability services in the last year	Submission within 120 days from the date of identification of the incident	Combined notification & investigation outcomes form

These incident types are the only NRIs permitted to be submitted on the combined notification & investigation outcomes form.

Notifications of new Nationally Reportable Incidents involving multiple organisations

Where an incident is to be jointly investigated between multiple organisations, only one national notification in relation to the incident needs to be made. The organisations involved in the joint investigation should agree the lead organisation for reporting purposes as part of their initial discussions.

Sharing investigation outcomes

Once the investigation for an NRI has been completed by the NHS organisation, the outcomes and learning from the investigation must be shared with the NHS Wales Executive on or before the specified date, using the approved investigation outcomes form (available within the local Datix Cymru system for use from 1 May 2023).

The NHS Wales Executive does not “close” incidents (as this is the responsibility of the NHS organisation) so will provide confirmation of safe receipt of the incident outcomes form only.

Downgrading a previously reported NRI

On occasion, a patient safety incident may initially appear to meet NRI threshold and following investigation, the NHS organisation may determine that it did not meet the threshold for reporting. For example, an unexpected death of a patient which was subsequently found by HM Coroner to have been unrelated to provision of healthcare.

On these occasions, the NHS organisation may submit a downgrade request form to the NHS Wales Executive who will support organisations in consistent application of the downgrade criteria. The downgrade form is available within the local Datix Cymru system for use from 1 May 2023.



National incident reporting (NRI) Reporting flowchart

