Incident Report Policy

The duty of care to patients and staff, the practice is committed to investigating and

responding to any incident/accidents.

When an employee witnesses or is involved in an incident they must report it to the

Operations Manager via telephone if advise is required and in writing through the company portal. An Incident Report

Form must be completed on the same day the incident occurred as far as possible.

Depending on the incident, official forms may have to be completed and submitted.

The accident and any sustained injuries must be recorded in the accident report book and added as an attachment to the incident logged on the portal.

The Operations Manager or Compliance Manager must initiate an investigation or request an investigation

from authorities if appropriate.

The employee who reported the accident has to cooperate if called in for questioning

to provide details needed. As a general rule, the employee must provide information

in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident

Following the report being submitted, the Operations Manager will investigate by contacting any relevant external agencies to inform required responses. Possible outcomes could be:

- No further action
- Follow up with involved person(s)
- Assess the level of harm or loss
- Check environment for any necessary/required changes
- Identify any training needs - Through management meetings
- Updating any risk assessments as relevant - Through management meetings
- Communicate to staff team as relevant - Operations manager either individually, team emails or messaging platform, 1:1s and team meetings
- Report through governance route if applicable
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