

## 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 Business or Operations Manager via telephone or in writing. An Incident Report Form must be completed on the same day the incident occurred

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

The accident and any sustained injuries must be recorded to an accident database or file.

The officials responsible 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 Business 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
- Updating any risk assessments as relevant
- Communicate to staff team as relevant
- Record and file

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