

Draft comms for action reminders

From Friday the 2nd of December 2022, if you have an action recorded on Safeguard on an incident that is allocated to you- you will receive a reminder a week before the action is set to go over due. Once the action has gone overdue, you will receive weekly reminders on a Friday. Please see an example of the reminder email that will you receive if you have been allocated an action on Safeguard:

Incidents SI Action Auto Remim



donotreply.swbhulysses@nhs.net

To: THOMSON, Alex (SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST)



Fri 02/12/2022 1

To: Alex Thomson &

incident Number: **266887**

incident Action number : **Feedback to West Midlands Ambulance Service who were involved in this incident**

Action target Date: **30/09/2022**

SAFEGUARD INCIDENT

ACTION - TARGET DATE DUE

Dear colleague,

This action has a target date (30/09/2022) which will expire soon.

As **Action Owner** (), you are responsible for this action being implemented effectively and updating your Governance Group/equivalent on progress against its target date.

As **Action Holder** (Alex Thomson) you are responsible for completing the action and updating the incident report with progress. To do so:

1. [Click Here](#) and log in to SAFEGUARD.
2. Select Action (from Outstanding Incidents).
3. Choose incident number
4. Choose 'Actions' tab.
5. Choose action **Feedback to West Midlands Ambulance Service who were involved in this incident**
6. Update
7. Save

Contact the Risk Management Team on x4885 if you require help.

To avoid the weekly reminders, please go into the action on Safeguard (guide below) and close it with evidence

SOP for completing/updating actions on Safeguard

Log onto Safeguard via incident reporting on the intranet (under corporate systems)

UNITY

Unity
Login



IT
Service
Desk



Trust
Reports



BNF



Rotawatch



NHSMail



Clinical
Systems



Corporate
Systems

Corporate Systems



IT User
Request



Incident
Reporting



Oracle
Cloud



iProc
Enquiry



TPRS
Transform
Reporting



Community
Room
Booking



Room
Booking



Safeguarding
Children

Log on normally



Safeguard Governance Database

Welcome!

Please enter your username and password to get started

User ID:

Password:

Logon to:

Login

This system captures:

Incidents and Risks

Clinical Audit

Compliments and Complaints

If you have any difficulties please get in contact

The Safeguard Support Team

swbh.safeguard-support@nhs.net

Safeguard System
Welcome, Alex Thomson (alex.thomson6@nhs.net)

Home

Manage an Incident
Report
Risk
Customer Service
Audit
Actions
Safeguard Reports
Log Out

Incident Reporting

- Report an Incident
- Report a Staffing Incident
- Report a Death

To access your actions, click on the box in the left hand corner and select actions:

All the allocated actions will be listed under the different modules, please select the correct module and it will show the action listed:

Save + Add Reports Close

Action Number	System	Target	Target Date	Detail	Progress	Owner
1	Incident (Web)	1 Days	16/08/22	This is a TEST- please ignore	This is a TEST- please ignore	Alex Thomson

Double click on the action on the right hand side and this screen will come up:

Save + Add Reports Close

Number: 15267

Action Details

Previous Progress Progress Update

Action

Action Type: [Dropdown]

Issue: This is a TEST- please ignore

Action Details: This is a TEST- please ignore

Owner: Alex Thomson

Staff Responsible: Surname Firstname

Additional Staff: [Table with Staff and Type columns]

Start Date: 16/08/2022

Target: 16/08/2022

Corporate Themes: [Table with Corporate Theme and Del. columns]

Action Completed

% Completed: 0

Completed: [Date field]

Outcome: [Dropdown]

Record Details

Incident: 280626 (PSI)
Incident Date/Time: 15/08/2022 18:00
Site: Sandwell Gen Hospital
Department: SAU (Surgical Assessment Unit) (S)

Completing an action:

Complete the percentage box to 100, select today or the date the action was completed and the select the outcome as such:

Action Completed

% Completed


Completed

Outcome

Record Details

You then need to include the progress update for the outcome of the action:

Action Details
Previous Progress
Progress Update

 New Progress

Select new progress and the select action completed (include as much detail as possible)

Progress Update

Progress Type

Progress

Send Email

If updating an action but not closing then add the progress but don't close the action

If the action has been incorrectly assigned then please email the risk management inbox