



Serious Incident Investigations

M026w

6 external CPD points

Introduction

This interactive and practical session provides participants with the opportunity to develop the knowledge and skills to investigate and manage a serious incident. Participants will gain understanding of the theory of why incidents occur and the national framework and regulation that supports the process. There is the opportunity to explore and test out a “basket of tools” to investigate serious incidents, using real case scenarios. The requirements of serious incident report writing and as “prevention is better than cure”, we cover what can be done to make sure the same incident does not occur again. Delegates will have the opportunity to develop their interview and incident management skills.

Course structure

- **1 day workshop- 9:30am – 16:30pm**
- **Date: 10th September 2019**
- **Venue: Education Centre at Barnsley Hospital**
- **Post-course e-learning: Never Events, Root Cause analysis, complaint management, Action planning and clinical Audit, Serious incident investigation**

Workshop objectives

- Understand how and why serious incidents occur
- Consider the classification of serious incidents
- Explore and test out a “basket of tools” to investigate serious incidents, using real case scenarios
- Prevention being better than cure – make sure the same incident does not occur again
- To develop interview and incident management skills

Post course E-learning – additional 6 CPD points