



# Serious Incident Investigations

M026w

**6** external CPD points

## Introduction

This interactive and practical session provides participants with the opportunity to understand how and why serious incidents occur. It will consider the classification of serious incidents, including Never Events, and will aim to explore and test out a “basket of tools” to investigate serious incidents, using real case scenarios. It will also touch on “prevention being better than cure”, covering what can be done to make sure the same incident does not occur again, and will give delegates the opportunity to develop their interview and incident management skills

## Course structure

- **1 day workshop with optional e-learning (available on request after the workshop)**
- **Timings: 9:30 – 16:30**
- **Date: 26<sup>th</sup> April 2019**
- **Venue: Cedar Court Hotel (Cypress Suite), Denby Dale Road, Calder Grove, Wakefield, WF4 3QZ**

## Workshop objectives

- Consider the classification of serious incidents including Never Events
- Explore and test out a “basket of tools” to investigate serious incidents, using real case scenarios
- Understand how and why serious incidents occur
- Prevention being better than cure – make sure the same incident does not occur again
- To develop interview and incident management skills

## Optional E-learning topics – additional 6 CPD points

- Never Events
- Root Cause analysis
- Complaint Management
- Action planning and clinical audit
- Serious incident investigation