Salford Royal NHS Foundation Trust Enhances Patient Data Safety With Datix

Salford Royal NHS Foundation Trust has deployed Datix patient safety software to create a single, integrated platform to manage healthcare incidents, claims, complaints and risks. The Datix solution also handles Freedom of Information (FOI) requests and the Trust's Patient Advice and Liaison Service (PALS). In addition the Trust has introduced a project to centralise and prioritise coronial inquests using Datix.

Salford Royal first implemented Datix after taking the decision to replace its existing in-house developed system with a more sophisticated solution that could manage incidents across the organisation in a consistent way. Datix was chosen after an in-depth evaluation of the marketplace and based on positive first-hand experience of the Trust's Director of Nursing who had used the technology at another hospital.

Paul Dodd, Head of Risk Management at Salford Royal NHS Foundation Trust, commented, "Our aim is to become the safest organisation in the NHS, an ambition that requires robust technology to support it. We looked for a product with proven benefits and excellent support to match, and Datix best met these requirements."

Since Salford Royal first installed Datix, the Trust has created an extensive patient safety framework that goes beyond simple incident management. The benefits of the Datix solution have also given Salford Royal the confidence to introduce new projects. Most recently, the Trust has been able to centralise all data relating to coronial inquests, a major advantage for such a large organisation. Datix users have real-time visibility of inquest situations, enabling them to prioritise and deal with the most severe cases first.

Salford Royal has recently redefined its approach to risk management. Prior to Datix risk and assurance was a manual process using spreadsheets. Today, there is single and consolidated view of all risk registers and assurance frameworks across the Trust, providing the ability to minimise risk and comply with best-practice standards.

Jonathan Hazan, Chief Executive of Datix, concluded, "Large, NHS organisations like Salford Royal require proven, reliable solutions that help them build consistent processes and increase efficiencies to meet their ambitious targets for patient safety and high quality care. At the same time, Trusts benefit from the advantage of proactively managing patient safety and mitigating risks. I am delighted that Datix is able to support Salford Royal in putting patient safety first."

Source: Salford Royal NHS Foundation Trust

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