

"DOING NO HARM"
**THE NORTHERN IRELAND DEFECT
& INVESTIGATION CENTRE**
**SAFEGUARDING THE HEALTH OF PATIENTS,
STAFF AND CLIENTS**

Chief Executive/General Manager
Health and Social Services Boards
Chief Executive
Health and Social Services Trusts
General Manager
Central Services Agency
Chief Executive
Regional Medical Physics Agency
Chief Executive
Northern Ireland Blood Transfusion Service

Our Ref: PEL(00)2

Date: 28 February 2000

Dear Sir/Madam

ADVERSE INCIDENT REPORTING

Summary

The HPSS holds Electro Medical equipment with a replacement value in the order of. £250-£270 Million. It provides a substantial asset that needs to be managed efficiently and safely at the **highest level** in HPSS organisations to improve the quality of care to patients.

The aim of the Northern Ireland Defect and Investigation Centre (NIDIC) is to safeguard the health of patients, staff and clients.

We are consulting with the HPSS as an integral part of a review of current NIDIC documentation and procedures. Your co-operation is requested in helping us to identify what we can change and improve that will help us in this aim.

Action:

- **Each HPSS organisation should consult with staff who receive warning notices and guidance publications to allow an organisational response to the Review Questionnaire attached.**

- **ONE completed questionnaire reflecting the views of the organisation should be returned to the address provided by 25 February 2000. In practice, the appointment of an organisational co-ordinator for this exercise is recommended.**

Suggested Distribution:

- Officers with responsibility for setting organisational policy for medical device and equipment management.
- Liaison Officers with responsibility for receipt and distribution of Northern Ireland Defect and Investigation Centre warning notices, Device Bulletins, evaluation reports and guidance publications.
- Health & Safety Officers.
- Nurse Executive Directors and Medical Executive Directors

Background:

Analysis of HPSS adverse incident reports to the NIDIC indicates that there is a wide variance between Trusts of similar size and operations in the levels of reported adverse incidents. We are consulting with the HPSS as an integral part of a review of current NIDIC documentation and procedures that will assist HPSS organisations achieve improvement in this area. Your co-operation is requested in helping us to identify what we can change and improve that will help you and us in this aim. This will include:

- a) Distribution arrangements in HPSS organisations for Hazard and Safety Action Notices, Device Bulletins and other device management publications,
- b) The format and means of distribution of Hazard Notices, Safety Action Notices and Device Bulletins,
- c) The procedures in place for reporting adverse incidents.
- d) Ensuring that all users of medical equipment are properly trained.

We will be contacting you shortly with details of the results of the consultation exercise and informing you of some of the changes that we intend to implement.

Should you require any further information concerning this letter, please contact;

Mr Brian Godfrey
Manager
NIDIC
Room A11
Health Estates
Stoney Road
Dundonald, BT16 1US
Telephone: 01232 523714
Fax: 01232 523900
E-mail: brian.godfrey@dhssni.gov.uk

Yours faithfully

S Blayney
Director

NIDIC REVIEW
HPSS CONSULTATION QUESTIONNAIRE

Instructions for Completion

Each HPSS organisation should consult with staff who receive warning notices and guidance publications to allow an organisational response to the Questionnaire. Suggested distribution for comments are:

- Officers with responsibility for setting organisational policy for medical device and equipment management.
- Liaison Officers with responsibility for receipt and distribution of Northern Ireland Defect and Investigation Centre warning notices, Device Bulletins, evaluation reports and guidance publications.
- Health & Safety Managers, co-ordinators.
- Nurse Executive Directors and Medical Executive Directors

Please include any additional comments that you may have about any of the questions on a separate sheet and return this along with the completed questionnaire.

ONE completed questionnaire reflecting the views of the organisation should be returned to:

Mr Brian Godfrey
Manager
NIDIC
Room A11
Health Estates
Stoney Road
Dundonald, BT16 1US

Telephone: 01232 523714
Fax: 01232 523900
E-mail: brian.godfrey@dhssni.gov.uk
Please complete the following:

Completed by (Print): _____

Organisation: _____

Signed: _____

Job Title: _____

Date: _____

*NIDIC REVIEW
HPSS CONSULTATION QUESTIONNAIRE*

Ref	Question	Answer
1	<p>Has an Executive Board member been appointed with responsibility for medical equipment management? If Yes, Provide details. (Recommendation in NAO report - The Management of Medical Equipment in NHS Acute Trusts in England, June 1999)</p>	
2	<p>Have you in place a device management procedure that includes policies for the purchase, acceptance, maintenance, repair, monitoring and replacement of devices and for the training of users?</p>	
3	<p>Does your organisation have a management policy in place for the distribution of NIDIC warning notices, device management publications and reporting adverse incidents?</p>	
4	<p>Do you have a liaison officer appointed with responsibility for receipt and distribution of NIDIC notices and device management publications? Please provide :</p> <p style="padding-left: 40px;">Name Address Position Telephone Number Fax Number e-mail address</p>	
5	<p>Hazard Notices, Device Alerts, Safety Action Notices and Device Bulletins are addressed to CEOs. Who decides their onward distribution in your organisation and what criteria are used?</p>	
6	<p>Do you confirm that NIDIC Notices have been received and actioned by the appropriate department?</p>	
7	<p>A new draft format of Notice is attached to the questionnaire. Does this format of Notice make it clear what the problem is and what to do about it? If not, what can be done to improve this? Please note that the notice is provided in the normal format of double sided A4. If it would be better for you to receive this in single sided A4 format to allow for copying, please indicate your preference.</p>	
8	<p>Do you have a means of informing the staff in your organisation that publications such as Device Bulletins and Evaluation reports are available?</p>	
9	<p>If NIDIC Notices were distributed by Fax, would this be acceptable to your organisation?</p>	

*NIDIC REVIEW
HPSS CONSULTATION QUESTIONNAIRE*

Ref	Question	Answer
	(Please note that the present colour coding would no longer apply)	
10	<p>If NIDIC Notices were distributed by e-mail, would this be acceptable to your organisation?</p> <p>Would you have any preference over fax or e-mail? (e-mail would require that the recipient checks for receipt daily and actions immediately)</p>	
11	<p>Hazard Notices and Safety Action Notices are currently issued in Red and Blue colour coded paper respectively. If the new draft format of Notice were acceptable, would the present colour coding be necessary?</p>	
12	<p>Device Bulletins are currently issued on yellow colour coded paper with an additional plain paper copy to enable photocopying for organisational use.</p> <p>Should this system continue or should the Device Bulletins be issued in plain paper form only?</p> <p>(Future Device Bulletins may be inclusive of NI requirements and would be produced by the MDA in bound format for issue, preventing the present colour coding to be applied)</p>	
13	<p>Can you suggest any way that NIDIC Notices could be improved?</p>	

*NIDIC REVIEW
HPSS CONSULTATION QUESTIONNAIRE*

Ref	Question	Answer
14	Device Bulletins such as the Re-Use of Single Use Medical Equipment (DB9501) have important implications for both users and patients. How was the recommendations contained in this Device Bulletin implemented in your organisations?	
15	Device Management publications such as " The Management of Infusion Systems " recommend that users should be provided with appropriate training. How is this recommended training implemented in your organisation?	