

Practice injuries

We recognise that we need to introduce a process so that practices can report any injuries that happen in their practice. The reporting process must be simple, effective and supports your practice to manage the incident.

By reporting injuries in your practice, it will help improve health and safety measures within the Hakim Group and of course prevent future injuries occurring. By logging all the details which caused the incident to occur, the information provided can be used as evidence and to support you if someone wishes to make a claim against the practice, or if any retrospective action is needed for future prevention.

Reporting Injuries in Practice

To keep everything simple, practices will be asked to report injuries through the EcoOnline platform, using the existing incident management module.

Try to report an injury as soon as possible as this will ensure that you do not miss any important information; the injury should be reported by a senior team member (Shark / Fish) who was present when the incident took place or who was responsible for the operation of the practice and working in the practice at that time.

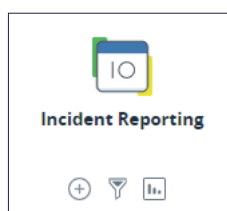
To report injuries for a practice team member, a patient or member of the public please log on to EcoOnline and select the Incident Reporting module.

Shark's and Fish can log on to EcoOnline using their personal log in; for any other members of the practice team they must use the practice log in.

Once logged on to Incident Reporting, you will need to select the Health and Safety option from the drop down menu, please follow the prompts on screen and enter the information required. It is important when reporting injuries in practice you provide as much detail as possible, take photos, review CCTV and take witness statements (if available). The more evidence provided can help create a clear picture of how the injury occurred. Before taking any photos of the injured person or their belongings please ask permission. If the injured party declines provide as much detail as possible in your incident report.

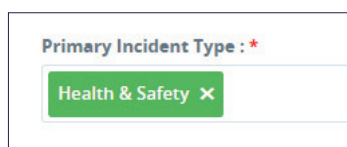
To support you further, below is step by step guidance to report an injury in practice using the Incident reporting module on EcoOnline.

Step 1 Select Incident reporting.



Step 2 Start a new record in the usual way and start to complete Initial details.

Step 3 In 'Primary Incident Type' select 'Health and Safety'.



Step 4 Under 'Details of Incident' enter as much information as possible regarding the injury.

Step 5 You will then be asked if there were any witnesses, if you select 'yes' you will need to enter the number of witnesses. Please take statements from the witnesses where possible and this includes the injured party, you will be asked to enter the details of the witnesses later in the form.



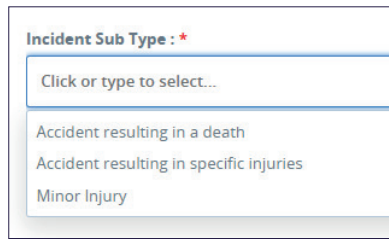
Step 6 'Person Reporting' is auto populated with the details of the person or account that is logged into EcoOnline.

Step 7 Select 'Save'.

Step 8 You will then be taken to 'Incident Details'.

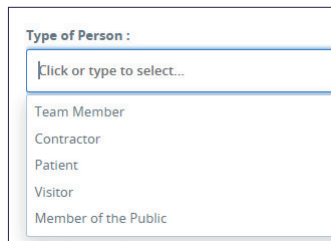
Step 9 'Incident Type' is auto populated with 'Health and Safety'.

Step 10 Then select an option from 'Incident Sub Type' which best describes the injury.



The screenshot shows a dropdown menu titled 'Incident Sub Type : *'. The menu is open, displaying three options: 'Accident resulting in a death', 'Accident resulting in specific injuries', and 'Minor Injury'. The first option is currently selected.

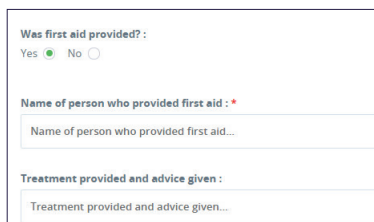
Step 11 You will then be asked to select the 'Type of Person' injured, based on this selection the form will provide different fields to complete.



The screenshot shows a dropdown menu titled 'Type of Person :'. The menu is open, displaying five options: 'Team Member', 'Contractor', 'Patient', 'Visitor', and 'Member of the Public'. The first option, 'Team Member', is currently selected.

Step 12 Complete the fields regarding the injured person's details.

Step 13 If first Aid was provided when 'yes' is selected more fields appear, please fill these fields in with as much detail as possible.

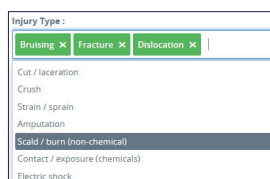


The screenshot shows a form section titled 'Was first aid provided? :'. It has two radio buttons: 'Yes' (which is selected) and 'No'. Below this, there are two text input fields. The first is labeled 'Name of person who provided first aid : *' and the second is labeled 'Treatment provided and advice given :'. Both fields are currently empty.

Step 14 You will then be asked if the person went to hospital.

Step 15 Then you will be asked about the injury the person sustained.

Step 16 Under 'Injury Type' you can select more than one option.

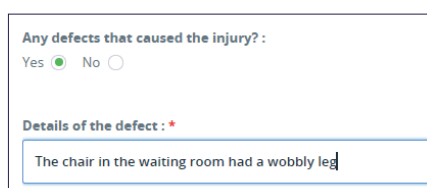


The screenshot shows a form section titled 'Injury Type :'. It features a list of injury types with checkboxes. The first three are 'Bruising', 'Fracture', and 'Dislocation', all of which are checked. Below these are 'Cut / laceration', 'Crush', 'Strain / sprain', 'Amputation', 'Scald / burn (non-chemical)', 'Contact / exposure (chemicals)', and 'Electric shock', all of which are unchecked.

Step 17 You will then need to input what caused the injury, this could be for example "wet floor, faulty chair or fall."

Step 18 Then you are asked to describe what the person was doing, this could be for example, "sat on the chair in the waiting area" or "Running across the practice carrying paperwork."

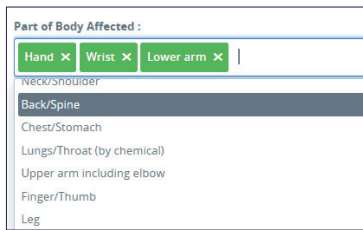
Step 19 If there were any defects that caused the injury when 'yes' is selected you can provide more detail, for example, "The chair in the waiting room had a wobbly leg."



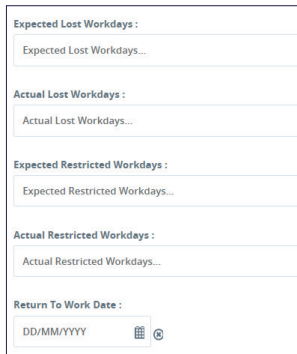
The screenshot shows a form section titled 'Any defects that caused the injury? :'. It has two radio buttons: 'Yes' (which is selected) and 'No'. Below this, there is a text input field labeled 'Details of the defect : *'. The field contains the text 'The chair in the waiting room had a wobbly leg'.

Step 20 If there were any hazard signs in place when 'yes' is selected another field will appear, here you can enter the type of sign, for example "wet floor or low ceiling."

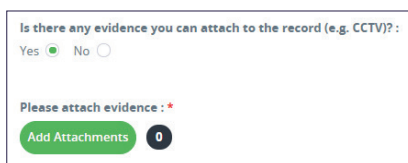
Step 21 Then you will need to select which part of the body was affected, you can select several options from this dropdown where needed.



Step 22 If the injured person was a 'Team Member' you will need to enter as much detail as possible around their working days, this is so the HR Team can support you process any lost days due to the injury caused.



Step 23 Then you be asked if there is any evidence to attach. In most cases there should be some form of evidence you can attach. Select 'yes' and attach all the evidence you have to provide an accurate account of how the accident occurred and the outcome.



Step 24 You will then need to enter details of next steps in practice, this for example could be "Remove wobbly chair from waiting room and put in storeroom with note attached saying "broken do not use" or simply "Dried wet floor and place wet floor sign in area."

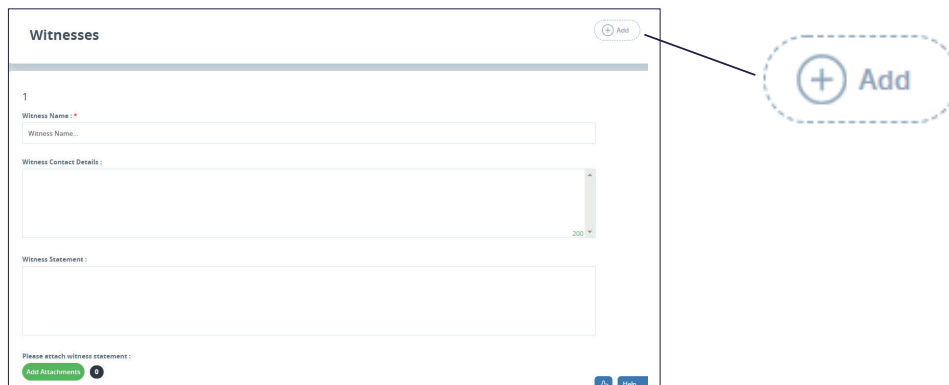
Step 25 Then select 'save'.

Step 26 If you answered 'yes' to witnesses in the grey column you will see a witness option appear.



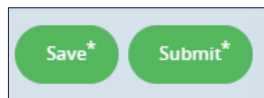
Step 27 Select 'witness', a new page will appear and select 'Add'. Enter all the fields with as much detail as possible and if a witness has provided a statement on paper or via email, indicate this on the form and then attach the statement. Once you have completed the form select 'Add item'.

If you wish to add another statement, select 'Add' and repeat the process.



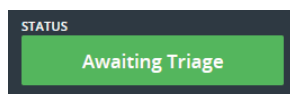
The screenshot shows a form titled 'Witnesses'. At the top right, there is a small circular button with a plus icon and the word 'Add'. A dashed blue oval with a larger plus icon and the word 'Add' is shown next to it, with a line pointing to the button on the form. The form itself has a header 'Witnesses' and a list item '1'. Below this, there are three input fields: 'Witness Name : *' (with a red asterisk), 'Witness Name...' (a text input), and 'Witness Contact Details : *' (a text area with a '200' character limit). Below these is a 'Witness Statement :' text area. At the bottom left, there is a green button labeled 'Add Attachments' with a plus icon. At the bottom right, there are two small buttons: 'Save' and 'Submit'.

Step 28 Once all the witness statements have been entered select 'save' and then 'submit'.



The screenshot shows two green buttons with white text. The first button is labeled 'Save*' and the second button is labeled 'Submit*'. Both buttons have a small asterisk next to the text.

Step 29 You will know if the form has been successfully submitted as the status will change to 'Awaiting Triage'.



The screenshot shows a dark grey header with the word 'STATUS' in white. Below the header is a green button with the text 'Awaiting Triage' in white.

Step 30 The relevant teams at HGHQ will then receive a notification of your record. It will then be triaged, and you will receive further instruction from the team if needed.