

# INCIDENT REPORTING

# INJURY REPORTING

## 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.

# STEP BY STEP GUIDE

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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.

<b>Incident Sub Type : *</b>
Click or type to select...
Accident resulting in a death
Accident resulting in specific injuries
Minor Injury

**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.

<b>Type of Person :</b>
Click or type to select...
Team Member
Contractor
Patient
Visitor
Member of the Public

**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.

<b>Was first aid provided? :</b>
Yes <input checked="" type="radio"/> No <input type="radio"/>
<b>Name of person who provided first aid : *</b>
Name of person who provided first aid...
<b>Treatment provided and advice given :</b>
Treatment provided and advice given...

**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.

<b>Injury Type :</b>
Bruising <input type="checkbox"/> Fracture <input type="checkbox"/> Dislocation <input type="checkbox"/>
Cut / laceration
Crush
Strain / sprain
Amputation
<b>Scald / burn (non-chemical)</b>
Contact / exposure (chemicals)
Electric shock

**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.”

<b>Any defects that caused the injury? :</b>
Yes <input checked="" type="radio"/> No <input type="radio"/>
<b>Details of the defect : *</b>
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.

Part of Body Affected :		
<input checked="" type="checkbox"/> Hand	<input checked="" type="checkbox"/> Wrist	<input checked="" type="checkbox"/> Lower arm
Neck/Shoulder		
Back/Spine		
Chest/Stomach		
Lungs/Throat (by chemical)		
Upper arm including elbow		
Finger/Thumb		
Leg		

**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.

Expected Lost Workdays :	Expected Lost Workdays...
Actual Lost Workdays :	Actual Lost Workdays...
Expected Restricted Workdays :	Expected Restricted Workdays...
Actual Restricted Workdays :	Actual Restricted Workdays...
Return To Work Date :	DD/MM/YYYY <input type="button" value="Calendar"/> <input type="button" value="Clock"/>

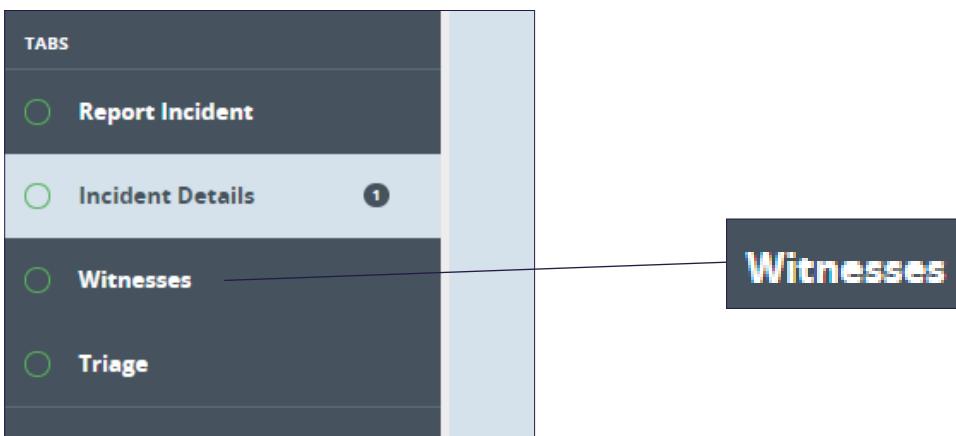
**Step 23** Then you be asked if there is any evidence to attach. In most cases there should be some form of evidence you can attach. Select 'yes' and attach all the evidence you have to provide an accurate account of how the accident occurred and the outcome.

Is there any evidence you can attach to the record (e.g. CCTV)? :
Yes <input checked="" type="radio"/> No <input type="radio"/>
Please attach evidence : *
<input type="button" value="Add Attachments"/> 0

**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’.

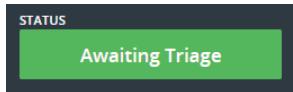
If you wish to add another statement, select ‘Add’ and repeat the process.

The screenshot shows a 'Witnesses' form. At the top right is a small 'Add' button. A dashed oval highlights a larger 'Add' button with a plus sign and the word 'Add' to its right. The form contains fields for 'Witness Name', 'Witness Contact Details', and 'Witness Statement'. There is also a section for attaching attachments.

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



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



**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.