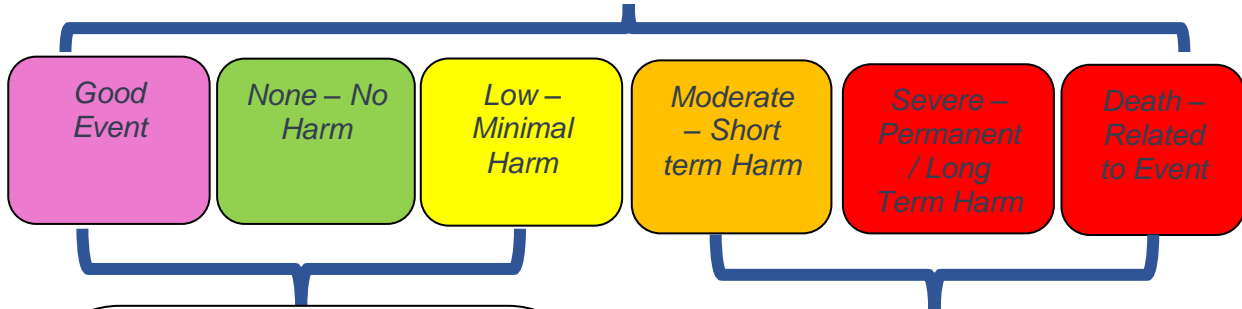


NHS to NHS Concerns (N2N) Flowchart

Incident identified by reporter and risk assessed as per the below indicators.



The reporter should take all reasonable steps to resolve the issue with the provider where the incident took place.

If not satisfied, the reporter can complete a web link for Ulysses to share with the CCG. The information will be themed and shared with the service provider on a monthly basis for learning. There will be no formal investigation or feedback provided for individual incidents.

NB. Please do not provide any Patient Identifiable Information

Associated learning and corrective actions are captured in an overarching quarterly report

The CCG will ensure effective triangulation with the Serious Incidents and Patient Experience metrics to ensure emerging themes are identified and raised with providers.

Complete the web link for Ulysses within 2 days of the incident being identified. Including Personal Identifiable Information.

The reporter should take into account whether the incident should be a serious incident or complaint.

If felt to be a serious incident or complaint, the reporter to progress via that route.

Incident acknowledged by CCG within 2 working days of receipt.

CCG to review harm and escalate to provider for investigation.

Investigation undertaken by provider and feedback provided to CCG.

If no feedback received within 20 working days, CCG to follow up.

CCG to share feedback with the reporter upon receipt and ask if any further action required.

If no feedback received after a further 10 days, the incident will be escalated via the relevant contractual route

If further action is required, the CCG will share with the provider to be addressed.

If no further action required, the incident will be closed.