

Stinson, Emma M

From: Wright, Richard [Personal Information redacted by the USI]
Sent: 11 April 2017 13:29
To: Reid, Trudy
Subject: Re: CONFIDENTIAL: SAI screening

Awaiting response from western .Richard

Sent from my iPad

On 11 Apr 2017, at 10:30, Reid, Trudy [Personal Information redacted by the USI] wrote:

Many thanks
Trudy

Sent from my BlackBerry 10 smartphone.

From: Wright, Richard
Sent: Monday, 10 April 2017 16:52
To: Reid, Trudy
Subject: Re: CONFIDENTIAL: SAI screening

Hi Trudy.ill make enquiries. Richard

Sent from my iPad

On 10 Apr 2017, at 15:17, Reid, Trudy [Personal Information redacted by the USI] wrote:

Dear Dr Wright we now have 2 urology cases requiring an external urologist on the panel.

The screening panel thought the two could both be reviewed by the same panel, one is less complex than the other and meetings may be able to be facilitated on the same day.

Could I request your assistance in organising an external urologist? The screening panel felt at perhaps a consultant from Altnagelvin may be an option? Happy to discuss.

Regards,

Trudy

Trudy Reid
Acute Clinical and Social Care Governance Coordinator
Craigavon Area Hospital
68 Lurgan Road
Portadown
BT63 5QQ
Telephone [Personal Information redacted by the USI]
Mobile [Personal Information redacted by the USI]
<image002.jpg>

From: Wright, Richard
Sent: 31 March 2017 20:40
To: Reid, Trudy
Subject: Re: SAI screening

Hi Trudy. Consider Damian scullion as chair? External urologist good idea . Richard

Sent from my iPad

On 29 Mar 2017, at 17:38, Reid, Trudy wrote:

Personal Information redacted by the USI

Dear Dr Wright I would appreciate some guidance on an appropriate chair for an SAI for a urology SAI?
Following discussion with AD who has discussed with the CD, they wonder should consideration be given to an external urologist sitting on the group?

Happy to discuss

Regards,

Trudy

Trudy Reid
Acute Clinical and Social Care Governance Coordinator
Craigavon Area Hospital
68 Lurgan Road
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BT63 5QQ
Telephone Personal Information redacted by the USI
Mobile Personal Information redacted by the USI

<Screening Checklist template.doc>

<Screening Checklist template Patient 16.doc>

Stinson, Emma M

From: Reid, Trudy [Personal Information redacted by the USI]
Sent: 27 September 2018 00:15
To: Khan, Ahmed
Cc: Boyce, Tracey; Montgomery, Ruth
Subject: CONFIDENTIAL - DRAFT- reports
Attachments: Appendix 6 - RCA Checklist [Patient 16] 20 09 2018.docx; Urology draft report - RCA Checklist new template 18 09 2018.docx

Dear Dr Khan I am out of the office tomorrow and Dr Johnston as yet has not responded to state if he agrees with the content of the draft reports or not. As requested please see attached draft reports.

As previously highlighted the reports are my interpretation of the information reviewed, including staff interviews, medical records, and conversations with Dr Johnston and Mr Haynes.

Dr Johnston may require substantial changes when he reviews the reports, including the conclusions and recommendations. He may also want to combine the reports into one report instead of two distinct reports.

The reports, nor the staff interviews, have not been shared with the review team as Dr Johnston wanted to review them first, prior to further meeting(s) with the review team.

Final factual accuracy checks are also required. We will also need to liaise with the AMD for General Practice.

If Dr Johnston responds before Friday I will update you.

Regards,

Trudy

Trudy Reid

Acute Clinical & Social Care Governance Coordinator

Craigavon Area Hospital

SHSCT

Mobile [Personal Information redacted by the USI]

From: Reid, Trudy

Sent: 25 September 2018 13:25

To: [Personal Information redacted by the USI]

Cc: Farrell, Roisin; McAloran, Paula; Boyce, Tracey

Subject: FW: Urology draft reports - encryption

Dear Dr Johnston I wonder if you have had a chance to review the attached reports?

Happy to amend as required.

If you have dates for the next meeting I am happy to organise same

Dr Khan has requested to see the draft as the process he is involved with is concluding and he would like to cross reference the issues identified in his process and our SAI. I wonder if you would be happy to share the draft report?

Regards,

Trudy

Trudy Reid

Acute Clinical and Social Care Governance Coordinator

Administration Floor

Craigavon Area Hospital
68 Lurgan Road
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Telephone [Personal Information redacted by the USI]
Mobile [Personal Information redacted by the USI]

From: Reid, Trudy
Sent: 20 September 2018 10:46
To: julian.johnston [Personal Information redacted by the USI]
Subject: Urology draft reports - encryption

Dear Dr Johnston please see attached drafts of the urology SAI for your consideration before sharing with the wider review team .

I am happy to discuss/amend as required.

I am happy to organise a review team meeting to consider the reports. If you let me know your availability I will organise a meeting.

Dr Khan has requested to see the draft as the process he is involved with is concluding and he would like to cross reference the issues identified in his process and our SAI. I wonder if you would be happy to share the draft report?
Regards,

Trudy

Trudy Reid
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Administration Floor
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Telephone [Personal Information redacted by the USI]
Mobile [Personal Information redacted by the USI]

From: Reid, Trudy
Sent: 17 September 2018 08:51
To: julian.johnston [Personal Information redacted by the USI]
Cc: McAloran, Paula; Farrell, Roisin
Subject: Urology draft report - RCA Checklist new template 17 09 2018 encryption

Dear Dr Johnston please see 1st draft of the urology triage SAI.
I am happy to amend as required, add more detail etc.

The other patient report did not sit well with this, I am almost finished a draft for consideration.

If you approve I will forward to other members of the review team for accuracy checking etc.

Dr Khan has requested to see the draft as the process he is involved with is concluding and he would like to cross reference the issues identified in his process and our SAI. I wonder if you would be happy to share the draft report?

Regards,

Trudy

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APPENDIX 6

Revised November 2016 (Version 1.1)

**Root Cause Analysis report on the
review of a Serious Adverse Incident
including
Service User/Family/Carer Engagement
Checklist**

Organisation's Unique Case Identifier:

Date of Incident/Event:

HSCB Unique Case Identifier:

Service User Details: *(complete where relevant)*

D.O.B: Gender: (M/F) Age: (yrs)

Responsible Lead Officer:

Designation:

Report Author:

Date report signed off:



1.0 EXECUTIVE SUMMARY

Patient 16 who had a history of metastatic colorectal cancer, small volume lung metastases and a left pelvic mass associated with ureteric obstruction. **Patient 16** was considered for palliative pelvic radiotherapy in January 2016, urology stents in-situ required renewal prior to radiotherapy. There was a protracted delay in the management of stents. In December 2016, due to disease progression, palliative radiotherapy was no longer considered an option for **Patient 16** died on the 27th December 2016.

Causative Factors

Lack of effective communication systems and processes led to delay in **Patient 16** treatment and care

Long Waiting Lists leading to delay processes led to delay in **Patient 16** treatment and care

Recommendations

Recommendation 1

The Trust will develop written guidance for clinicians on the expectations of the triage process.

This guidance will outline the systems and processes required to ensure that all referrals are triaged in an appropriate and timely manner.

An escalation process must be developed within the triage guidance.

Monthly audit reports will be provided to Assistant Directors on compliance with triage

Recommendation 2

The Trust will develop written guidance for clinicians and administrative staff on managing clinical correspondence from other clinicians.

This guidance will outline the systems and processes required to ensure that all clinical correspondence is actioned in an appropriate and timely manner.

An escalation process must be developed within this guidance.

Monthly audit reports will be provided to Assistant Directors on compliance with triage

Recommendation 3

The Belfast Trust Cancer service should consider putting Oncology letters on NIECR

Recommendation 4

The Trust with HSCB must implement a waiting list management plan to reduce Urology waiting times.



This will be monitored monthly

2.0 THE REVIEW TEAM

Dr J R Johnston –Consultant Medical Adviser

Mr M Haynes – Consultant Urologist

Mrs K Robinson -Booking & Contact Centre Manager

Mrs C Connolly -

Mrs T Reid- Acute Clinical & Social Care Governance Coordinator

3.0 SAI REVIEW TERMS OF REFERENCE

1. To undertake an initial investigation/review of the care and treatment of **Patient 16** in the period after referral to the SHSCT urology service using National Patient Safety Agency root cause analysis methodology.
2. To determine whether there were any factors in the health & social care services interventions delivered or omitted to **Patient 16** that resulted in an unnecessary delay in treatment and care
3. The investigation / Review Team will provide a draft report for the Director of Acute Services. This report will include the outcome of the Team's investigation/review, identifying any lessons learned and setting out their agreed recommendations and actions to be considered by the Trust and others.
4. The Trust will share or disseminate the outcomes of the investigation/review with all relevant parties internally and externally including the service user and relevant family member(s) (where appropriate).

4.0 REVIEW METHODOLOGY

The Team will undertake an analysis of the information gathered using RCA tools and may make recommendations in order that sustainable solutions can minimise any recurrence of this type of incident. The Review Team will request, collate, analyse and



make recommendations on such information as is relevant under its Terms of Reference in respect of the incident outlined above.

Gather and review all relevant information

- Inpatient notes Craigavon Hospital
- Information from the Northern Ireland Emergency Care Record (NIECR) and Patient Administration System
- Information from laboratory systems
- Information obtained from relevant medical, nursing and management staff
- Review of Relevant Reports, Procedures, Guidelines

Information mapping

- Timeline analysis

Change analysis for problem identification and prioritisation of care delivery problems and service delivery problems as well as identifying contributory factors.

5.0 DESCRIPTION OF INCIDENT/CASE

Patient 16 had a history of spinal injury, he was paraplegic and required intermittent catheterisation. Patient 16 was diagnosed with colon cancer in July 2012. Following admission to Daisy Hill Hospital (DHH), with a large bowel obstruction and underwent an emergency sigmoid colectomy on the 2 July 2012. He was first referred to Oncology outpatient services in September 2012 following bowel surgery.

Patient 16 attended the Oncology clinic on 25 October 2012 where following discussion Patient 16 opted not to proceed with chemotherapy, with concerns regarding potential urinary sepsis considered as a significant factor in the decision.

Patient 16 was reviewed at surgical outpatient clinic and on 2 December 2013 an urgent computerised tomography (CT) scan was requested as Patient 16 had developed some crampy abdominal pain. The CT scan of abdomen and pelvis show 'No obvious intra-abdominal pathology'.

On 3 August 2014 Patient 16 attended DHH Emergency Department with severe abdominal pain. Patient 16 was subsequently admitted to DHH and had resection of a recurrence of a bowel tumour and was discharged on 2 September 2014.

In September 2014 Patient 16 was referred back to the Oncology service after undergoing resection of recurrent intra-abdominal cancer. After further discussion, it was agreed that rather than proceeding with palliative chemotherapy, he would be kept under surgical review, and treatment considered in the event of progressive disease.

On 15 December 2014 Patient 16 attended a Colorectal Consultant Surgeon doctor 9 who planned to review Patient 16 in 4 months.



5.0 DESCRIPTION OF INCIDENT/CASE

Patient 16's review appointment was brought forward to 2 March 2015 at the request of his daughter. Patient 16 was reviewed at surgical outpatient clinic. He reported abdominal pain and his carcinoembryonic antigen (CEA) test is a blood test used to help diagnose and manage certain types of cancer was increasing.

A CT scan on 11 March 2015 detected a left sided pelvic mass, causing hydronephrosis (a swelling of a kidney due to a build-up of urine. It happens when urine cannot drain out from the kidney to the bladder from a blockage or obstruction), and a new lung nodule.

Colorectal Consultant Surgeon doctor 9, on the 12 March 2015, wrote to Consultant Urologist doctor 11 referred for consideration of a stent to relieve the blockage. Patient 16 was also referred back to Oncology, following discussion at the Cancer Multidisciplinary Team meeting.

Patient 16 was reviewed at Urology Consultant doctor 15's clinic on 26 March 2015. The clinic letter notes. 'He was seen by the Oncologists today and is planned for chemotherapy. As such we have arranged for him to be admitted electively on 31st March for insertion of a left ureteric stent. Pre-op assessment has been completed at the clinic today'

On 24 March 2015 at the Oncology clinic it was decided to proceed with palliative Oxaliplatin Capecitabine chemotherapy, (treatment began on 23 May 2015).

Patient 16 was admitted to CAH on 31 March 2015 and had cystoscopy + optical urethrotomy + ureteroscopy + insertion of ureteric stent. He was discharged on 02 April 2015. A discharge letter was sent to Patient 16's GP and was to be copied to Mandeville unit stating. Urology to be contacted when chemotherapy is completed so that stent removal/change can be planned. On 2 April 2015 Patient 16 was added to Consultant Urologist doctor 13 urgent waiting list.

Patient 16 was reviewed by Colorectal Consultant Surgeon doctor 9 on 11 August 2015; the clinic letter notes 'He is feeling very well. He is coming to the end of his palliative chemotherapy'

At an Oncology clinic on 27 August 2015 it was noted there was an improvement in the CEA tumour marker, but this was complicated by extravasation (the leakage of intravenously (IV) infused potentially damaging medications into the extravascular tissue around the site of infusion), urinary tract infection and Oxaliplatin related neuropathy. It was decided to proceed with Capecitabine only for the final two cycles, and chemotherapy was completed in October 2015. The letter from this clinic was sent to the Patient 16's GP and copied to Colorectal Consultant Surgeon doctor 9, but not to a Consultant Urologist.

In November 2015, it is reported Patient 16 reported feeling well after completing chemotherapy. A letter was dictated by the Oncologist to Urology Consultant doctor 13 on 26 November 2015, regarding ureteric stent change. This was date stamped in the CAH chart 11 December 2015 but there is no consultant note/signature evident. The letter in the DHH chart is signed by Colorectal Consultant Surgeon doctor 9 with a hand written note 'file ? review date' There is an additional note 'Due 2/16 already on OPD sorted'

Following attendance at an Oncology clinic in January a letter was dictated on the 21 January and sent to Patient 16's General Practitioner and copied to Colorectal Consultant Surgeon doctor 9, but not to a Consultant Urologist,. This was date stamped in the SHSCT on 4 February 2016, the letter noted 'He is still awaiting a stent change and I will re-contact the Urology team regarding this.'



5.0 DESCRIPTION OF INCIDENT/CASE

A further letter was dictated by Oncology to Patient 16's GP and copied to Colorectal Consultant Surgeon doctor 9, was dictated on 24 March 2016 and typed on 22 April 2016 was date stamped in DHH chart on 5 May 2016 and signed by doctor 9, it was not copied to a Consultant Urologist. This letter highlighted that CT on 8 February 2016 showed 'stable pelvic disease. However, progression of the left hydro-ureter and hydronephrosis with the development of a small right upper lobe pulmonary nodule and progression of a small left upper lobe pulmonary nodule'. CEA had also risen. 'After discussion, the plan is not to proceed with further chemotherapy presently'.

Patient 16 was reviewed by the Colorectal Consultant Surgeon doctor 9 on 09 May 2016 and wrote to Consultant Urologist doctor 11, to review Patient 16's 'Urological care'.'His main symptoms currently appear to be related to longstanding left ureteric stent which has been in now for about a year and a half.'

In June 2016 a letter was dictated and typed on 2 June 2016 following an Oncology clinic was sent to Patient 16's GP and copied to Colorectal Consultant Surgeon doctor 9, but not to a Consultant Urologist. This was date stamped in the DHH chart on 8 June 2016, signed by doctor 9. The letter documents 'I have recommended that we will re-contact the urology team for review and whenever his stent is changed and if his urinary symptoms are stable and creatinine is satisfactory that we could consider palliative IMDG chemotherapy. We will aim to review him back in 10 weeks' time and will write a letter to' Consultant Urologist doctor 11 'in the meantime'.

On 2 June 2016 a letter was dictated and typed to Consultant Urologist doctor 11 by the Oncology specialist registrar, requesting 'your intervention to facilitate his ongoing oncological management'. This was date stamped in SHSCT on 8 June 2016. A hand written note stating 'known to' Consultant Urologist doctor 15 'stented 3/2015' and 'review imaging, query 'NT required very probably email 'Consultant Urologist doctor 15' to discuss mane 22.6.16'. Patient 16 had been added to the waiting list in April 2015; however, he was pre-admitted on the 24 June 2016 for 29 June 2016.

The oncologist continued to review Patient 16 regularly as an outpatient and highlighted at each appointment. 'Options for progressive symptomatic disease were discussed at each of those appointments, which included second line palliative chemotherapy, or palliative pelvic radiotherapy. The timing and choice of modality would depend on a number of factors, including radiological and biochemical indications of progression, performance status, symptomatology, relative risk of urosepsis and patient preference'.

On 29 June 2016 Patient 16 was admitted for elective optical urethrotomy, left sided stent removal and laser to encrustation to distal end and left ureteroscopy under the care of Consultant Urologist doctor 13. Patient 16 developed Urosepsis and was commenced on antibiotics (Tazocin and Gentamicin post procedure and then Metronidazole). Patient 16 had a left nephrostomy tube inserted on 30 June 2016. Patient 16 was discharged on 9 July 2016. The discharge letter follow up recommendations notes Consultant Urologist doctor 13, '..' Nephrogram as o/p scan requested. Please CC discharge letter to' Consultant Urologist doctor 13, 'secretary to arranged follow up appointment once nephrogram performed'.

Patient 16 had been added to Consultant urologist doctor 13's urgent waiting list on the 10 July 2016. He was pre-admitted on the 27 July 2016 for 10 August 2018.



5.0 DESCRIPTION OF INCIDENT/CASE

At Patient 16's Oncology review appointment on 22nd July 2016, therapeutic options were again discussed, with palliative pelvic radiotherapy being the preferred treatment choice, dependent on any further planned urology intervention. Oncology Consultant doctor 10 notes, the following day he spoke to Urology Consultant Doctor 13, who requested that radiotherapy be postponed until after a further attempt at ureteric stent insertion, which was scheduled to take place in August. A letter was dictated on 23 July 2016 and typed on 27 July 2016 (date stamped in SHSCT 04 August 2018 signed by doctor 9) to Patient 16's GP and copied to the Colorectal Consultant Surgeon doctor 9 and Urology Consultant doctor 13.

Patient 16 was admitted to CAH on 10 August 2016 and had uteroscopy and ureteric stenting and was discharged on 12 August 2016. The discharge letter arrangements for follow up were documented as, 'Neph tube removal in 2/52, Stents changed in 6/12' - Urology Consultant doctor 13.

The Oncologists highlighted they were notified by the patient that this procedure had taken place, and at the subsequent review appointment it was noted that the nephrostomy was still in place.

A request to radiology by Consultant Urologist doctor 11 on 12 August 2016 was performed on 1 September Radiology report documented 'Nephrostomy tube was exchanged in the usual fashion. No immediate complications'

A CT scan was requested to restage Patient 16's disease. The Oncologists note the CT scan on 13 October 2016 showed progression of both pelvic and pulmonary disease, as well as new hepatic metastatic disease.

Patient 16 was appointed to the next available clinic after the scan result was received, and he attended on 1 December 2016. At that appointment it was noted Patient 16 was suffering from a urinary tract infection, and had problems related to his nephrostomy. Following the appointment the Oncologist spoke with Urology Consultant Doctor 13's secretary and noted 'arrangements are already in place for nephrostomy tube replacement and ureteric stent removal in Craigavon on 6 December 2016'

Patient 16 was admitted to CAH on 6 December 2016 and had an exchange of left nephrostomy tube, flexible cystoscopy, dilation of urethral stricture and removal of left ureteric stent and was discharged on 8 December 2016. A discharge letter was dictated by Consultant Urologist doctor 11 sent to Patient 16's GP and copied to Urology Consultant Doctor 13.

Patient 16 was admitted to DHH with a small bowel obstruction on 9 December 2018. His care was managed conservatively; he refused surgical intervention and following comfort care Patient 16 died on 27 December 2016.

6.0 FINDINGS

The Oncology service is based in Belfast City Hospital Cancer Centre and the Oncology medical team visit CAH to do clinics. The Oncologists do not have access to Southern Trust intranet services. The Oncologists highlighted, 'Dictated, typed, verified and recorded letters remain the preferred method of communication between disciplines, though admittedly delays can occur due to shortages of administrative staff. On occasions where was a clinical imperative for urgent communication, phone calls and emails were made from oncologists to

6.0 FINDINGS

the urology service'

The discharge letter on 2 April 2015 stated 'Urology are to be re-contacted once current chemo regime has finished for removal/change of stent to take place', this letter was addressed to **Patient 16** GP and copied to Mandeville unit.

WAITING ONCOLOGY NOTES TO CONFIRM THERE IS NO COMMUNICATION WITH UROLOGY THAT IS NOT IN SHSCT NOTES

In **Patient 16**'s clinical notes there was evidence of letters sent or copied to Urology Consultant 13 from the Oncology service, were those dictated on 26 November 2015, 23 July 2016 and 2 December 2016. A letter from Colorectal Consultant Surgeon was sent to Urology Consultant 11 dictated on 2 June 2016.

The Oncology medical staff copied Colorectal Consultant Surgeon doctor 9 into GP correspondence. However, the review team noted that the urology service was not always copied into all correspondence from the Oncologists. In **Patient 16**'s clinical notes there was evidence of letters sent or copied to the Urology service Urology Consultant 13 from the Oncology service, were those dictated on 26 November 2015, 23 July 2016 and 2 December 2016. A letter from Colorectal Consultant Surgeon was sent to Urology Consultant 11 dictated on 2 June 2016.

There is documentation of a discussion with Consultant 13 in the letter dictated on 23 July 2016. While there is no documentation in the SHSCT medical notes, except for the letter, **Patient 16** was pre-admitted on the 27 July 2016 for 10 August 2018 for stent change.

In the medical chart there is evidence that some Consultants signed letters from other specialties and on occasions annotated the letter with instructions including Colorectal Consultant Surgeon doctor 9 and Consultant Urologist doctor 11.

There is no evidence of the letters sent to Consultant 13 being signed. The review team were unable to conclude if Consultant 13 reviewed the letters. However, the review team during interview noted that Consultant 13 did not routinely triage General Practitioner referrals where there was a formal process in place for triage. It was noted that this lack of triage may have extended to Consultant to Consultant documentation.

The review team noted that letters to Consultants are not tracked and there is no process in place to ensure they have been reviewed and actioned by Consultants. Oncology letters are not on the ECR, this makes reviewing the full patient journey for clinicians.

The Booking Centre Manager identified that on occasions letters may have been filed or held in a backlog with no evidence of Consultant review. On the 4th April 2017 correspondence was sent by the Booking Centre Manager to Operation Support Leads for action by secretaries, this stated '..... if not on NIECR filing is a priority. Also, please ensure all your staff know that no letters or results should ever be filed in charts without a consultants signature. For example oncology letters are not on NIECR and when they are sent to consultants here, it is up to the consultant to read the letter, and sign before the secretary files. It is important that these letters in particular are filed because they are not on NIECR.'

Waiting times in urology are long due to demand capacity mismatch. In June 2016 Consultant

6.0 FINDINGS

13 had 273 patients on his inpatient day case waiting list with 158 on his urgent waiting list, 75 of these patients had been waiting over 52 weeks.

When **Patient 16** was added to the urgent urology waiting list in April 2015. The Urgent Urology Waiting list patients position on 30 June 2016 was

0-13Wk s	13-17Wk s	17-21Wk s	21-26Wk s	26-31Wk s	31-36Wk s	36-41Wk s	41-46Wk s	46-52Wk s	Over 52Wk s
202	32	36	46	28	25	21	13	11	106

The longest patient waiting was 891 days 6 patients waiting over 800 days, 18 patients over 700 days.

It appears the letter received on the 8 June 2016, annotated by consultant 11 on the 22 June 2016, led to an expedited appointment for surgical intervention on 29 June 2016, 454 days after being listed. **Patient 16** had an optical urethrotomy, left sided stent removal and laser to encrustation to distal end and left ureteroscopy.

Patients with urological conditions which affect upper urinary tract normal functioning are at risk of losing kidney function and consequently renal failure. The duration of Urology waiting lists means significant numbers of patients are at risk of loss of renal function and consequently these patients are at a risk of requiring future renal replacement therapy. Duration of ureteric stenting is associated with progressively increasing risk of urosepsis, and its associated risk of death, as a post-operative complication. This risk has been quantified as 1% after 1 month, 4.9% after 2 months, 5.5% after 3 months and 9.2% after greater than 3 months.

In relation to treatment options Oncologists have commented that with the benefit of hindsight, it is clear that palliative radiotherapy would not have affected the clinical outcome, and could have been detrimental.

7.0 CONCLUSIONS

There was a delay in treatment and care – specifically changing of ureteric stents due to

1. Lack of effective communication systems and processes led to delay in **Patient 16** treatment and care

Contributory factors

Task Factors (policy and guidelines) /Communication

Communication between Oncology and other services is mostly by letter and on urgent occasions by telephone which can lead to delay or omission in communication in relation to patient care.



Oncology letters are not on ECR and thus not accessible outside patients clinical notes

The Trust has no formal process for tracking letters and ensuring they have been reviewed and actioned.

Contributory factor

Staff factor

The review team during interview noted that Consultant 13 did not routine triage General Practitioner referrals. It was noted that this lack of triage may have extended to Consultant to Consultant documentation.

The review team concluded that Consultant 1's prioritisation of work and attention to detail led to some patients receiving a high standard of care; however the time taken with this group of patients resulted in others not being triaged.

Contributory factor

Organisational

The review team concluded that the non-triage of Urology referrals by Consultant 1 has been an ongoing problem in the Trust for years. While there were pockets of non-compliance by other Consultants, when escalated, compliance improved. However, the review team note that Consultant Urologist 1 routinely did not return triage information on referrals, to allow appropriate prioritisation of appointments by clinical need. Interviews with Directors of Acute Services and an Associate Medical Director, highlighted, that on a number of occasions attempts had been made to address the non-compliance with triage with Consultant 1. These interventions resulted in temporary improvement in compliance with Triage, followed by a return to non-compliance.

2. Long Waiting Lists leading to delay processes led to delay in Patient 16 treatment and care

Contributory factor

Work load/scheduling

The review team noted that the long waiting times for Routine and Urgent urology inpatient and day case treatment contributed in the delay in Patient 16 having his stent changed, therefore a delay in decisions regarding palliative treatment.

8.0 LESSONS LEARNED

Communication between the Oncologists from the Belfast Trust and the Clinicians in the SHSCT was mostly by letter. The SHSCT does not have formal guidance on managing letters to ensure they are managed in a timely and appropriate way by all clinicians. Good practice was noted by some clinicians.

There is no formal Trust guidance/process on what is expected of clinicians when triaging referral letters including Consultant to Consultant written documentation. Including letters where action required could be addition to either inpatient or outpatient waiting lists by clinical

priority.

The Trust made efforts to address Consultant 1's non-triage over time. However, the Trust failed to put systems, processes and fail safes in place to ensure Consultants 1 consistently triaged patient referrals until 2017. However, this safeguarding process is dependent on the Head of Service checking triage is completed when Consultant 1 is Surgeon of the Week and manages those referrals received via the referral and booking centre.

Long Urology waiting lists mean that some patients are often unable to be treated in a clinically appropriate time, leading to delay in treatment and care and possible adverse outcomes.

9.0 RECOMMENDATIONS AND ACTION PLANNING

Recommendation 1

The Trust will develop written guidance for clinicians on the expectations of the triage process.

This guidance will outline the systems and processes required to ensure that all referrals are triaged in an appropriate and timely manner.

An escalation process must be developed within the triage guidance.

Monthly audit reports will be provided to Assistant Directors on compliance with triage

Recommendation 2

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This guidance will outline the systems and processes required to ensure that all clinical correspondence is actioned in an appropriate and timely manner.

An escalation process must be developed within this guidance.

Monthly audit reports will be provided to Assistant Directors on compliance with triage

Recommendation 3

The Belfast Trust Cancer service should consider putting Oncology letters on NIECR

Recommendation 4

The Trust with HSCB must implement a waiting list management plan to reduce Urology waiting times.

This will be monitored monthly



10.0 DISTRIBUTION LIST

CONFIDENTIAL DRAFT

**Checklist for Engagement / Communication
with Service User¹ / Family / Carer following a Serious Adverse Incident**

Reporting Organisation SAI Ref Number:		HSCB Ref Number:	
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SECTION 1			
INFORMING THE SERVICE USER ¹ / FAMILY / CARER			
1) Please indicate if the SAI relates to a single service user, or a number of service users. Please select as appropriate (✓)	Single Service User		Multiple Service Users*
	Comment: <i>*If multiple service users are involved please indicate the number involved</i>		
2) Was the Service User ¹ / Family / Carer informed the incident was being reviewed as a SAI? Please select as appropriate (✓)	YES		NO
	If YES , insert date informed :		
	If NO , please select only one rationale from below, for NOT INFORMING the Service User / Family / Carer that the incident was being reviewed as a SAI		
	a) No contact or Next of Kin details or Unable to contact		
	b) Not applicable as this SAI is not 'patient/service user' related		
	c) Concerns regarding impact the information may have on health/safety/security and/or wellbeing of the service user		
	d) Case involved suspected or actual abuse by family		
	e) Case identified as a result of review exercise		
	f) Case is environmental or infrastructure related with no harm to patient/service user		
	g) Other rationale		
	If you selected c), d), e), f) or g) above please provide further details:		
3) Was this SAI also a Never Event? Please select as appropriate (✓)	YES		NO
4) If YES , was the Service User ¹ / Family / Carer informed this was a Never Event? Please select as appropriate (✓)	YES	If YES , insert date informed : DD/MM.YY	
	NO	If NO , provide details:	
For completion by HSCB/PHA Personnel Only (Please select as appropriate (✓))			
Content with rationale?	YES		NO

SHARING THE REVIEW REPORT WITH THE SERVICE USER ¹ / FAMILY / CARER (complete this section where the Service User / Family / Carer has been informed the incident was being reviewed as a SAI)			
5) Has the Final Review report been shared with the Service User ¹ / Family / Carer? Please select as appropriate (✓)	YES		NO
	If YES , insert date informed:		
	If NO , please select only one rationale from below, for NOT SHARING the SAI Review Report with Service User / Family / Carer:		
	a) Draft review report has been shared and further engagement planned to share final report		
	b) Plan to share final review report at a later date and further engagement planned		

	c) Report not shared but contents discussed (if you select this option please also complete 'l' below)			
	d) No contact or Next of Kin or Unable to contact			
	e) No response to correspondence			
	f) Withdrew fully from the SAI process			
	g) Participated in SAI process but declined review report			
	(if you select any of the options below please also complete 'l' below)			
	h) concerns regarding impact the information may have on health/safety/security and/or wellbeing of the service user ¹ family/ carer			
	i) case involved suspected or actual abuse by family			
	j) identified as a result of review exercise			
	k) other rationale			
l) If you have selected c), h), i), j), or k) above please provide further details:				
For completion by HSCB/PHA Personnel Only (Please select as appropriate (✓))				
Content with rationale?	YES		NO	

SECTION 2							
1) Was there a Statutory Duty to notify the Coroner on the circumstances of the death? Please select as appropriate (✓)	YES				NO		
	If YES , insert date informed :						
	If NO , please provide details:						
2) If you have selected 'YES' to question 1, has the review report been shared with the Coroner? Please select as appropriate (✓)	YES				NO		
	If YES , insert date report shared :						
	If NO , please provide details:						
3) 'If you have selected 'YES' to question 1, has the Family / Carer been informed? Please select as appropriate (✓)	YES		NO		N/A		Not Known
	If YES , insert date informed :						
	If NO , please provide details:						

DATE CHECKLIST COMPLETED	
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Service User or their nominated representative

APPENDIX 6

Revised November 2016 (Version 1.1)

**Root Cause Analysis report on the
review of a Serious Adverse Incident
including
Service User/Family/Carer Engagement
Checklist**

Organisation's Unique Case Identifier: 69120

Date of Incident/Event: January 2016 – September 2016

HSCB Unique Case Identifier:

Service User Details: *(complete where relevant)*

D.O.B: Gender: (M/F) Age: (yrs)

Responsible Lead Officer: Dr J Johnston

Designation: Consultant Medical Advisor

Report Author: The Review Team

Date report signed off:

1.0 EXECUTIVE SUMMARY

The Trust identified a number of patient GP referrals were not triaged.

Patient 13 male referred to urology following an episode of haematuria on 28 July 2016. The referral was marked routine by the GP. The letter was not triaged and **Patient 13** was placed on a routine waiting list on 30 September 2016. As part of an internal review this patient's referral letter was upgraded to a red flag referral. **Patient 13** was reviewed at OPD on 31 January 2017. Subsequent investigations diagnosed with bladder and prostate cancer. **Patient 13** has locally advanced bladder cancer. There has been a resultant 6 month delay in OP review and recommendation of treatment for his bladder cancer.

Patient 12 male was referred to Urology Outpatients on 8 Sept 2016 for assessment and advice on lower tract symptoms and elevated Prostate-specific antigen or PSA. (The blood level of PSA is often elevated in men with prostate cancer). The referral was marked urgent by the GP. The referral was not triaged on receipt. As part of the internal review the referral was upgraded to red flag and was seen in clinic on day 151. On day 197 **Patient 12** had a confirmed cancer diagnosis T3a with no nodal metastases. There has been a resultant 6 month delay in OP review and recommendation of treatment for a prostate cancer.

Patient 14 male was referred to Urology Outpatients on 3 June 2016 for assessment and advice with a raised PSA. The referral was marked urgent by the GP. The referral was not triaged on receipt. As part of the internal review the referral was upgraded to red flag and was seen in clinic on day 246. On day 304 the patient had a confirmed cancer diagnosis. There has been a resultant 10 month delay in OP review and recommendation of treatment for a prostate cancer.

Patient 11 male was referred to Urology Outpatients on 18 July 2016 for assessment and advice elevated PSA. The referral was marked routine by the GP. The referral was not triaged on receipt. A second referral was received from the GP on 29 July 2016 graded as urgent. As part of an internal review the referral was upgraded to red flag. **Patient 11** was seen in clinic on day 217. On day 270 **Patient 11** was diagnosed with a confirmed cancer. There has been a resultant 9 month delay in outpatient review and recommendation of treatment for a prostate cancer.

Causal Factors

1. Referral letters did not have clinical priority accurately assigned by the GP
2. Referral letters were not triaged following receipt by the hospital

Recommendations

Recommendation 1

The Health and Social Care Board (HSCB) should link with the Electronic Referral & Clinical Communication Gateway (CCG) implementation group to ensure it is updated to include National Institute for Clinical Excellence (NICE) / Northern Ireland Cancer Network (NICAN) clinical referral criteria. These fields should be mandatory.

Recommendation 2

HSCB should consider GP's providing them with assurances that the NICE guidance has been implemented within practices.

Recommendation 3

The Trust will develop written guidance for clinicians on the expectations of the triage process.

This guidance will outline the systems and processes required to ensure that all referrals are triaged in an appropriate and timely manner.

An escalation process must be developed within the triage guidance.

Monthly audit reports will be provided to Assistant Directors on compliance with triage

2.0 THE REVIEW TEAM

Dr J R Johnston –Consultant Medical Adviser

Mr M Haynes – Consultant Urologist

Mrs K Robinson -Booking & Contact Centre Manager

Mrs C Connolly -

Mrs T Reid- Acute Clinical & Social Care Governance Coordinator

3.0 SAI REVIEW TERMS OF REFERENCE

1. To undertake an initial investigation/review of the care and treatment of patients Patient 13, Patient 12, Patient 14 and Patient 11, in the period after referral to the SHSCT urology service using National Patient Safety Agency root cause analysis methodology.
2. To determine whether there were any factors in the health & social care services interventions delivered or omitted to Patient 13, Patient 12, Patient 14 and Patient 11 that resulted in an unnecessary delay in treatment and care
3. The investigation / Review Team will provide a draft report for the Director of Acute Services. This report will include the outcome of the Team's investigation/review, identifying any lessons learned and setting out their agreed recommendations and actions to be considered by the Trust and others.
4. The Trust will share or disseminate the outcomes of the investigation/review with all relevant parties internally and externally including the service user and relevant family member(s) (where

3.0 SAI REVIEW TERMS OF REFERENCE

appropriate).

4.0 REVIEW METHODOLOGY

The Team will undertake an analysis of the information gathered using RCA tools and may make recommendations in order that sustainable solutions can minimise any recurrence of this type of incident. The Review Team will request, collate, analyse and make recommendations on such information as is relevant under its Terms of Reference in respect of the incident outlined above.

Gather and review all relevant information

- Inpatient notes Craigavon Hospital
- Information from the Northern Ireland Emergency Care Record (NIECR) and Patient Administration System
- Information from laboratory systems
- Information obtained from relevant medical, nursing and management staff
- Review of Relevant Reports, Procedures, Guidelines

Information mapping

- Timeline analysis

Change analysis for problem identification and prioritisation of care delivery problems and service delivery problems as well as identifying contributory factors.

5.0 DESCRIPTION OF INCIDENT/CASE

The Trust was investigating the treatment and care of Patient 10. During the review of this case the review team identified that Patient 10's referral letter had not been triaged. The Review Panel agree that in relation to Patient 10, the opportunity to upgrade the referral to red flag was lost by the omission of triage; this resulted in a 64 week delay to diagnosis of a suspicious renal mass.

Triage of referrals was performed by the Urologist of the week. The review panel subsequently performed a 'look back' exercise of the referrals, and they noted seven patient referrals which had not been triaged. Of the seven referrals, six charts were available and each patient had an appropriate management plan.

A letter dated 15th December 2016 was sent to the Director of Pharmacy (lead for Acute Governance) from the review team, highlighting a number of concerns identified during the Serious Adverse Incident Review (SAI) of Patient 10.

The letter highlighted that an 'informal' process was implemented in 2014 to manage the triage of referrals, and how they were managed by the returned to the booking centre.

This letter was escalated to the Director of Acute Services and the Assistant Director of Anaesthetics & Surgery. This was further Escalated to the Chief Executive of the SHSCT.

A 'look back' exercise was implemented on all referrals. Consultant 1 was contacted and he stated that there were referral letters in a filing cabinet in his office. During interview, he stated

that he kept the referrals to ensure they would not be missed or overlooked. The Head of Service for Urology retrieved these referrals, which numbered over 500. These referrals were then reviewed by the Urology Consultant Team. Appoints were escalated as required for patients identified as requiring more urgent reviews. It was noted that four patients following review were diagnosed with cancer.

Patient 13 male referred to urology following an episode of haematuria on 28 July 2016. The referral was marked routine by the GP. The letter was not triaged and **Patient 13** was placed on a routine waiting list on 30 September 2016. As part of an internal review this patient's referral letter was upgraded to a red flag referral. **Patient 13** was reviewed at OPD on 31 January 2017. Subsequent investigations diagnosed with bladder and prostate cancer. **Patient 13** has locally advanced bladder cancer. There has been a resultant 6 month delay in OP review and recommendation of treatment for his bladder cancer.

Patient 12 male was referred to Urology Outpatients on 8 Sept 2016 for assessment and advice on lower tract symptoms and elevated Prostate-specific antigen or PSA. (The blood level of PSA is often elevated in men with prostate cancer). The referral was marked urgent by the GP. The referral was not triaged on receipt. As part of the internal review the referral was upgraded to red flag and was seen in clinic on day 151. On day 197 **Patient 12** had a confirmed cancer diagnosis T3a with no nodal metastases. There has been a resultant 6 month delay in OP review and recommendation of treatment for a prostate cancer.

Patient 14 male was referred to Urology Outpatients on 3 June 2016 for assessment and advice with a raised PSA. The referral was marked urgent by the GP. The referral was not triaged on receipt. As part of the internal review the referral was upgraded to red flag and was seen in clinic on day 246. On day 304 the patient had a confirmed cancer diagnosis. There has been a resultant 10 month delay in OP review and recommendation of treatment for a prostate cancer.

Patient 11 male was referred to Urology Outpatients on 18 July 2016 for assessment and advice elevated PSA. The referral was marked routine by the GP. The referral was not triaged on receipt. A second referral was received from the GP on 29 July 2016 graded as urgent. As part of an internal review the referral was upgraded to red flag. **Patient 11** was seen in clinic on day 217. On day 270 **Patient 11** was diagnosed with a confirmed cancer. There has been a resultant 9 month delay in outpatient review and recommendation of treatment for a prostate cancer

7.0 CONCLUSIONS

The review team interviewed a number of staff members including Directors, an Assistant Director, Head of Services and Associate Medical Directors as part of the review process. These interviews, along with clinical documents and health records systems, have helped inform the conclusions.

There was a delay in patients diagnosis due to:

1. Referral letters did not have clinical priority accurately assigned by the GP

Contributory factors

Task Factors (policy and guidelines)

The review team assessed the referrals submitted by GP's regarding the four patients listed

above. They concluded, as per NICAN Referral Guidance for Suspected Cancer, all four patients should have been referred to Urology by the GP's as red flag referrals (suspected cancer).

Northern Ireland Referral Guidance for Suspected Cancer Endorsed by NICaN Board, May 2007; is based on NICE CG 27. This has been replaced by NICE Guideline 12 Suspected cancer: recognition and referral criteria. These guidelines are used by clinicians when referring and when triaging referrals, to assist clinicians with clinical decision making.

HSCB circulate Regionally endorsed NICE guidelines to Trusts and GPs for implementation. Trusts are expected to review guidance against a base line assessment, and provide HSCB with an assurance that the guidance has been implemented. If a Trust is unable to fully implement the guidance within the one year period without regional co-ordination and/or additional resources, they provide a formal assurance to HSCB, and this is to be managed as part of risk management process. This assurance process does not apply to GP's.

Task Factors (decision aids)

Referrals to Trusts for outpatient appointments are mostly via the CCG. However, some paper referrals are still received. CCG is a digital referral system which can contain referral criteria that meet NICE and NICAN guidance. This would enable appropriate clinical categorisation of referrals based on clinical parameters set out in the guidance.

Clinical specialties such as gynaecology have 'banner guidance' which complies with NICE/NICAN guidance. This 'banner guidance' helps direct clinicians to use the NICE/NICAN referral criteria. These criteria allow for timely and appropriate triage of patients to clinically appropriate appointment types. It is possible when red flag symptoms are chosen that an immediate alert could go to the Red Flag booking team, to allow the appointment booking process to begin immediately. Currently, the referral criteria fields are optional and General Practitioners (GPs) are not mandated to complete these fields. When GP's do not use these banners, it can lead to error and delay.

2. Referral letters were not triaged following receipt by the hospital

Contributory factor

Task Factors (policy and guidelines)

The Integrated Elective Access Protocol (IEAP) (Health and Social Care Board Guidance) states, '...an Executive Director will take lead responsibility for ensuring all aspects of this Protocol are adhered to.... Patients will be treated on the basis of their clinical urgency with urgent patients seen and treated first'.

'The principles for booking Cancer Pathway patients states clinical teams must ensure triage is undertaken daily, irrespective of leave, in order to initiate booking patients'.

'Referrals will be received, registered within one working day and forwarded to consultants for prioritisation'

However, the IEAP states,

'...if clinical priority is not received from consultant's within 72 hours, processes should be in place to initiate booking of urgent patients according to the GP's classification of urgency'.

Contributory factor

Work load/scheduling

In 2008 when the IEAP was published there was a maximum waiting time of 9 weeks for a first Outpatient appointment was expected by March 2009. On 30 September 2016 there were 2012 patients on the routine urology outpatient waiting list, with 597 patients showing as waiting 52

weeks and over. The longest waiting time was 554 days (80 weeks). Therefore, if patient referrals are incorrectly referred, or not triaged, there would be a significant wait, if they were processed using the GP's classification of urgency.

The review team considered the Consultant of the Week work load, including ward rounds, clinics, emergency theatre sessions as a contributory factor, however, noted that the other Consultant Urologists were able to manage this work load and triage referral letters.

Contributory factor

Organisational

The review team concluded that the non-triage of Urology referrals by Consultant 1 has been an ongoing problem in the Trust for years. While there were pockets of non-compliance by other Consultants, when escalated, compliance improved. However, the review team note that Consultant Urologist 1 routinely did not return triage information on referrals, to allow appropriate prioritisation of appointments by clinical need. Interviews with Directors of Acute Services and an Associate Medical Director, highlighted, that on a number of occasions attempts had been made to address the non-compliance with triage with Consultant 1. These interventions resulted in temporary improvement in compliance with Triage, followed by a return to non-compliance.

In 2011 it was identified there were referrals which had not been triaged by Consultant 1. The Acute Directorate Director requested the Associated Medical Director to liaise with Consultant 1, to ensure he reviewed and triaged the referrals which had not been triaged, prior to going to a conference the following day.

The Trust implemented an 'informal' process in 2014 to manage the referrals which were not being triaged and returned to the Booking Centre. This process allowed patients to be listed using the GP triage category. The review team considered the intention of this process was to prevent any delay in patients being added to the waiting list. However, this meant the 'non-return of triage' was not individually addressed with non-compliant clinicians. Adding patients to the waiting list meant that the Trust could not identify the extent of 'non-return of triage' or identify patients who were not triaged.

In 2014 the Acute Director stated that she discussed non-compliance with Consultant 1, and it was agreed that Consultant 1 would no longer triage referral letters. This task was delegated to other urology consultants for a time. However, Consultant 1 does not recollect having to formally stop triage.

The review team considered escalation of 'non triage' and concluded that there was no evidence of consistent escalation of 'non-return of triage' to the Medical Director or Chief Executive. The Trust made efforts to address Consultant 1's non-triage over time. However, the Trust failed to put systems, processes and fail safes in place to ensure Consultants 1 consistently triaged patient referrals until 2017.

Systems and processes have now been put in place so that the Head of Service for Urology reviews Consultants 1 compliance with triage weekly. Any non-compliance with returning referrals without triage is addressed immediately. However this process is dependent on an individual.

Contributory factor

Staff factor

Consultant 1 was chair of NICAN and was involved in drafting the NICAN regional guidance, and

therefore was familiar with the requirement to triage referrals.

Consultant 1 stated that triage of referral letters was too time consuming and the amount of time spent on triage in his opinion rendered inpatient care unsafe.

Consultant 1 highlighted that he had previously escalated his concerns about work load to management teams and medical directors and; that he did not have time to triage referral letters.

Consultant 1 stated found the new Electronic triage system,
'Very, very good, better for administration to check if they want to do so'

In relation to triage Consultant 1 stated, '
'I would love if we had a Trust Urology agreement on the type of triage to be conducted'.
He stated,
'It depends on how you do it'. 'Not all do advanced / enhanced triage, they compromise. It is a spectrum'.

When questioned further Consultant 1 stated regarding his way of organising work load,
'..yes I did it my way – I wasn't cognisant of being unbending, I am very particular'.

The review team concluded Consultant 1's triage was above what is required. Consultant 1 triage is the equivalent of a virtual clinic where he reviews NIECR and books investigations for patients. While the review team recognised this was a detailed triage process, they concluded that this standard of triage meant that some patients got a higher standard of triage/care, while others were not triaged, leading to delay in assessment and treatment for those patients.

Consultant 1 highlighted to the review team that he currently takes annual leave each Friday, and spends the weekend triaging. He stated that it is impossible to be Urologist of the Week and triage referrals appropriately. He stated he still can't do triage and everything else. He stated,
'I do triage entirely in my own time to allow me to do it properly'.

Consultant 1 when questioned regarding not triaging, stated that he would have been let down if there was a delay in diagnosis or management, particularly if his outcome was affected.... it was 'a very serious matter not to be minimised, very serious.'

The review team concluded that Consultant 1's prioritisation of work and attention to detail led to some patients receiving a high standard of care. The time taken with this group of patients resulted in others not being triaged.

8.0 LESSONS LEARNED

The clinical urgency category allocated by the patients GP's were incorrect. The referrals using NICAN guidance should have been referred as Red Flag.

GP's are not required to refer using CCG clinical criteria banners; this can lead to error and delay.

GP's are not required to provide HSCB with an assurance that they comply with NICE or other guidelines. Therefore HSCB are unaware of any risks or their extent in relation to compliance with NICE and other guidance within GP practices.

Consultant 1 did not routinely triage referral letters, even in the knowledge that he was required to

do so. However, Consultant 1 stated he had highlighted he felt unable to triage letters to Trust operational and management teams over a number of years. Consultant 1 stated that despite the Trust reminding him of the requirement to triage, he did not consistently triage referrals.

The review team considered that Consultants 1 unwillingness to compromise standards of triage to a level similar to other clinicians, lead to patients not being triaged, and this resulted in delays in assessment and treatment.

There is no Regional or Trust guidance on what is expected of clinicians when triaging referral letters.

The Trust made efforts to address Consultant 1's non-triage over time. However, the Trust failed to put systems, processes and fail safes in place to ensure Consultants 1 consistently triaged patient referrals until 2017. However, this safeguarding process is dependent on the Head of Service checking triage is completed when Consultant 1 is Surgeon of the Week.

9.0 RECOMMENDATIONS AND ACTION PLANNING

Recommendation 1

HSCB should link with the CCG implementation group to ensure it is updated to include NICE/NICAN clinical referral criteria. These fields should be mandatory.

Recommendation 2

HSCB should consider GP's providing them with assurances that the NICE guidance has been implemented within practices.

Recommendation 3

The Trust will develop written guidance for clinicians on the expectations of the triage process.

This guidance will outline the systems and processes required to ensure that all referrals are triaged in an appropriate and timely manner.

An escalation process must be developed within the triage guidance.

Monthly audit reports will be provided to Assistant Directors on compliance with triage

Recommendation 4

10.0 DISTRIBUTION LIST

In addition to the review team, the following.

Mr S Devlin Chief Executive SHSCT

Esther Gishkori, Director of Acute Services

Health & Social Care Board (HSCB)

Chairs of Morbidity & Mortality Groups SHSCT

“Patient 13”, “Patient 12”, “Patient 14” and “Patient 11”,

**Checklist for Engagement / Communication
with Service User¹ / Family / Carer following a Serious Adverse Incident**

Reporting Organisation SAI Ref Number:		HSCB Ref Number:	
---	--	-------------------------	--

SECTION 1			
INFORMING THE SERVICE USER ¹ / FAMILY / CARER			
1) Please indicate if the SAI relates to a single service user, or a number of service users. Please select as appropriate (✓)	Single Service User		Multiple Service Users*
	Comment: <i>*If multiple service users are involved please indicate the number involved</i>		
2) Was the Service User ¹ / Family / Carer informed the incident was being reviewed as a SAI? Please select as appropriate (✓)	YES		NO
	If YES , insert date informed :		
	If NO , please select only one rationale from below, for NOT INFORMING the Service User / Family / Carer that the incident was being reviewed as a SAI		
	a) No contact or Next of Kin details or Unable to contact		
	b) Not applicable as this SAI is not 'patient/service user' related		
	c) Concerns regarding impact the information may have on health/safety/security and/or wellbeing of the service user		
	d) Case involved suspected or actual abuse by family		
	e) Case identified as a result of review exercise		
	f) Case is environmental or infrastructure related with no harm to patient/service user		
	g) Other rationale		
	If you selected c), d), e), f) or g) above please provide further details:		
3) Was this SAI also a Never Event? Please select as appropriate (✓)	YES		NO
4) If YES , was the Service User ¹ / Family / Carer informed this was a Never Event? Please select as appropriate (✓)	YES	If YES , insert date informed : DD/MM.YY	
	NO	If NO , provide details:	
For completion by HSCB/PHA Personnel Only (Please select as appropriate (✓))			
Content with rationale?	YES		NO

SHARING THE REVIEW REPORT WITH THE SERVICE USER ¹ / FAMILY / CARER (complete this section where the Service User / Family / Carer has been informed the incident was being reviewed as a SAI)			
5) Has the Final Review report been shared with the Service User ¹ / Family / Carer? Please select as appropriate (✓)	YES		NO
	If YES , insert date informed:		
	If NO , please select only one rationale from below, for NOT SHARING the SAI Review Report with Service User / Family / Carer:		
	a) Draft review report has been shared and further engagement planned to share final report		

	b) Plan to share final review report at a later date and further engagement planned		
	c) Report not shared but contents discussed (if you select this option please also complete 'I' below)		
	d) No contact or Next of Kin or Unable to contact		
	e) No response to correspondence		
	f) Withdrew fully from the SAI process		
	g) Participated in SAI process but declined review report		
	(if you select any of the options below please also complete 'I' below)		
	h) concerns regarding impact the information may have on health/safety/security and/or wellbeing of the service user ¹ family/ carer		
	i) case involved suspected or actual abuse by family		
	j) identified as a result of review exercise		
	k) other rationale		
l) If you have selected c), h), i), j), or k) above please provide further details:			
For completion by HSCB/PHA Personnel Only (Please select as appropriate (✓))			
Content with rationale?	YES		NO

SECTION 2			
1) Was there a Statutory Duty to notify the Coroner on the circumstances of the death? Please select as appropriate (✓)	YES		NO
	If YES , insert date informed :		
	If NO , please provide details:		
2) If you have selected 'YES' to question 1, has the review report been shared with the Coroner? Please select as appropriate (✓)	YES		NO
	If YES , insert date report shared :		
	If NO , please provide details:		
3) 'If you have selected 'YES' to question 1, has the Family / Carer been informed? Please select as appropriate (✓)	YES		NO
			N/A
			Not Known
If YES , insert date informed :			
If NO , please provide details:			

DATE CHECKLIST COMPLETED	
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¹ Service User or their nominated representative

Acute Services Accountability Report - Standards and Guidelines -

(1st April 2017 to 31 March 2018)



Report Author: *Mrs Caroline Beattie MSc MCSP MCIOSH NICE Scholar (2016/17)*

Patient Safety & Quality Manager – Standards & Guidelines

Acute Governance team, SHSCT

Approval Date: *18th September 2018 – Acute S&G Forum*

Acute Services Accountability Report – 2017/18

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1	Terms of Reference – Acute Services Standards & Guidelines Forum	 APPROVED - Terms of Reference - Acute

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2	Terms of Reference – Acute Services Lead Professional Forum	 20171120_APPROVED Terms of Reference
3	Acute Services Procedures Manual that provides staff with a clearly defined induction resource tool	 APPROVED - Acute Services S&G Operati
4	Acute Services Administration Rules document with the following suite of process maps developed:	 Process Map - Process for the Admin
5	Process Map for the Management of newly received standards and guideline documents within the Acute Service Directorate (Reference: ISM/PM01/ approved March 2018)	 Approved Process Map ISG-PM01 Mgt of
6	Process Map for the Management of NICE baseline assessment tools / E proformas (Reference: ISM/PM02/ (approved March 2018)	 Approved Process Map ISG-PM02 Mgt of
7	Process map ISM / PM 03 – Key roles and responsibilities for the clinical change lead – Implementation of NICE Guidance (approved March 2018)	 Approved Process Map ISG-PM03 NICE
8	Process map ISM / PM 04 – Key roles and responsibilities for the clinical change lead – Implementation of Patient Safety Alerts, Regional SQR learning letters, CMO circulars (approved March 2018)	 Approved Process Map ISG-PM04 Impl
9	Report Matrix	 Reporting Matrix Management of Acute
10	Acute Services Key Performance Indicator report (2017/18)	 KPI Report Quarter 4 Acute Standards & Gi
11	Acute Services – Quarterly E proforma report	 20180702_MASTER Acute Services E prof
12	Acute Services – Risk Register – Standards & Guidelines	 Acute Services Directorate Risk Regi

1.0 INTRODUCTION

“We must make quality of care as important as the quality of treatment. This means celebrating and spreading excellence in care” (Patients First and Foremost, March 2013)

“The primary goal of the care provided must always be to make their experience, the outcome of their condition, their treatment, and their safety as good as it gets.” (Liam Donaldson report, December 2014)

Providing safe, high quality care to service users through clinical excellence should be a core objective of all health and social care providers. The effective implementation and sustained adherence to clinical standards and guidelines is a key tenet of this objective.

Clinical guidelines are considered to be essential foundation stones for informing health care decision making and can serve as the basis for policy, planning, evaluation and quality improvement. They are also the syntheses of the best available evidence on how to most effectively organise and deliver health care services for a given condition.

Within Northern Ireland there are a number of external agencies that review and endorse clinical guidelines and recommendation reports. These include the Safety & Quality branch at the DHSSPSNI, RQIA, HSCB and the Public Health Agency. It is the responsibility of the SHSCT to ensure that suitable and effective assurance frameworks are in place for the dissemination / implementation of these guidelines thereby allowing for the translation of policy into practice and ensuring the delivery of care and effective care to patients.

During 2017/18 significant work has been undertaken to strengthen the corporate assurance processes for the dissemination, implementation and monitoring of standards and guidelines. This Acute Services accountability report will provide a summary of the key outcomes of this work and provide an update on the many patient safety and quality initiatives that have been taken forward following regional endorsement of clinical standards and guidelines within the HSC.

Acute Services Accountability Report – 2017/18

2.0 SUMMARY STATEMENT

TABLE 1: Total number of S&G received 01/04/2017 to 31/03/2018	
Number received from external agencies	230
Number reviewed by Acute S&G forum and agreed not applicable to the SHSCT	23
Number reviewed and deemed applicable to the SHSCT	207
Reviewed by Acute S&G forum and deemed applicable to Acute Services	153 (74%)
Reviewed by Acute S&G forum and deemed not applicable to Acute Services (Applicable to other Directorates only)	39
Medical Device Alerts that have been received and logged within S&G database (These are not managed through the S&G process but rather the established MDEA management processes.)	15
	207

This brings the total number of Standards and Guidelines listed on the Trust Standards and Guidelines register to 1602 (as of the 31/03/2018)

Table 2 below provides a summary of these by Type/Number:

TABLE 2: Type	Total
CMO/CNO Letter	37
DHSSPSNI	6
HSCB Communications	10
MHRA Drug Safety Alert	5
NCEPOD Reports	1
NICE Clinical Guidelines	7
NICE Clinical Guideline Updates	10
NICE Interventional Procedures	5
NICE Public Health Guidelines	5
NICE Technology Appraisals	44
Patient Safety Alerts	1
PHA Communications	12
RQIA Letter	1
Safety & Quality Reminder of Best Practice	9
	153

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Table 3 below provides a summary of these standards and guidelines by compliance status:

TABLE 3: Compliance Status	Total	%
For information/dissemination only (no compliance required)	55	(36%)
Action required/Change Lead required	98	(64%)
Full Compliance	26	27%
Partial Compliance	14	14%
Superseded	2	0.02%
Compliance to be reviewed	56	57%

Table 4 below provides a summary of these standards and guidelines by risk rating status:

TABLE 4: Risk Rating Status that remain indicated as non-compliant	Total	%
High risk rating	5	7%
Medium risk rating	8	11%
Low risk rating	56	80%
Risk rating to be confirmed	2	2%
TOTAL	70	100%

Table 4 indicates that one guideline still has to have its risk rating confirmed' but this will be confirmed as the working group progresses its work plan following scoping of the NICE guidance for NICE NG83 - Oesophago-gastric cancer: assessment and management in adults.

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Table 5 below provides the list of what those high and medium risk guidelines relate to and their current compliance position. Whilst Table 4 indicates that there are 5 high risk circulars this relates to only 3 specific guidelines. The standards and guidelines database makes an entry for every new circular and this can lead to double counting.

TABLE 5: Risk Rating Status – List of specific S&G	
High risk rating	Clinical Change Lead
Valproate (please note that there were 2 circulars issued regionally)	To be confirmed. There has been significant discussion regarding what speciality this work will be led by and this is ongoing.
NICE CG 174	Dr Claire Shevlin/Mrs Trudy Reid
NICE NG 29 (please note that there were 2 circulars issued regionally)	Dr Wright (chairperson) of corporate working group
Medium risk rating	Clinical Change Lead
HSS (MD) 4/2018 - Introduction of Mandatory Enhanced Surveillance of Gram-negative Bloodstream Infections and Antimicrobial Use	Medical Director
CMO HSS (MD) 19/2017 Update on Guidance on Group B Strep in Pregnancy	Dr Kamath
SQR SAI 2017/031 Risk of accidental overdose of IV paracetamol	Acute Services Standards and Guidelines Forum
MBRRACE-UK Perinatal Confidential Enquiry report – Term, Singleton, Intrapartum stillbirth and Intrapartum related neonatal death	Dr Hogan (Consultant Neonatologist) Dr Beverley Adams (Consultant Obstetrician)
HSC SQSD 28 17 Safe transition from the Luer connector to Non-Luer NRFit for intrathecal and epidural procedures and the delivery of regional blocks.	Dr Scullion (Consultant Anaesthetist)
HSCB letter Management of women experiencing complications following vaginal mesh surgery	Dr Loane / Dr Boggs / Mr O'Donoghue

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Integrated Perinatal Mental Health Care Pathway 2012 – Revised 2017	Dr Minay (<i>Consultant Psychiatrist MHL D</i>) with representatives from IMWH – Mr Sim, Patricia Kingsnorth
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3.0 Accountability Arrangements – Acute Services Directorate

During 2017/18 there has been significant work undertaken to strengthen the accountability arrangements for the dissemination, implementation and monitoring of standards and guidelines within the Acute Services directorate.

A lot of this quality improvement work was associated with a NICE scholarship project that was undertaken by the Patient Safety & Quality Manager (Standards & Guidelines) during 2016/17. This project reviewed the implementation science associated with the implementation of standards and guidelines within a large healthcare organisation and the extensive literature review identified effective ways of overcoming the key barriers that can exist within current clinical practice. The project undertook a number of study methodologies to review practice within the SHSCT. Focus groups with clinical change leads, staff interviews and front line staff questionnaires were undertaken and the outcomes have resulted in a number of recommendations being put in place during 2017/18 to ensure effective governance arrangements are in place.

This report will provide a summary of these service improvements.

3.1 Acute Standards & Guidelines Forum

In January 2017 an Acute Standards and Guidelines forum was established following the standing down of the original corporate Standards & Guidelines forum in December 2016.

The key roles and responsibilities of the forum are outlined in the 'Terms of Reference' document that can be referred to in *Appendix 1* of this report. However in summary the forum ensures that there is a timely review and onward management plan in place for all newly issued standards and guidelines. This forum meets on a fortnightly basis and is chaired by the Director of Acute Services. It is also attended by the directorate's senior management team as well as other MDT representatives who have a pivotal governance role within the directorate.

Throughout 2017 /18 a total of 23 forum meetings were held. Of these 2 were cancelled either due to summer leave arrangements or significant service pressures. As outlined in Table 1 a total of 230 new regional endorsed standards and guidelines were reviewed of which 158 (74%) were deemed applicable to the directorate.

All of the new regionally endorsed standards and guidelines were reviewed at this forum with decisions made regarding clinical change lead nominations, risk rating, establishment of working groups to ensure effective implementation within the specified timescales. Tables 2, 3, 4 & 5 summarise this information.

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3.2 Acute Professional (Nursing, Midwifery, AHP & Radiography) S&G Forum

In order to further strengthen the accountability arrangements of the Acute S&G Forum, the Acute Services Lead Nurse, Midwife, AHP and Radiographer S&G forum was established and held its inaugural forum meeting on 11 September 2017. There have been a total of 7 meetings held during 2017/18.

A number of previous meetings had been held earlier in the year in order to progress a number of patient safety alerts but the benefit of the professional leads meeting to discuss the implementation of S&G resulted in this formalised forum being established. The forum meets on a minimum bimonthly basis and is chaired by the Clinical & Social Care Governance Co-ordinator (Acute Services). The forum ensures the requirements outlined within the newly issued S&G circulars are embedded within local practice and staff members who are working at the front line are fully informed of new standards and guidelines relevant to their work area and the impact this has on their clinical practice.

The approved *Terms of Reference* for this forum can be referred to within *Appendix 2* of this report.

3.3 Acute Standards & Guidelines Service - Systems and Processes

3.3.1 Regional Standards & Guidelines recording / monitoring system

Given the plethora of standards and guidelines that are currently in the system it is imperative that the reporting and monitoring systems are effective to ensure ongoing monitoring and compliance reporting. One of the key challenges that has been escalated within the SHSCT over the last number of years (including escalation to the corporate risk register) is the lack of an effective corporate database system.

In 2017/18 BSO gave the WHSCT significant funding to support a pilot of a modified *Sharepoint* system that would in the first instance record and track the implementation of NICE guidelines and Technology Appraisals. The Regional NICE Managers forum acted as the project group and whilst the scope of the project was not embrative of all the types of standards and guidelines endorsed regionally it was at least a starting point. The ultimate vision was that upon completion this system would then be shared across the HSC (including the HSCB/DHSSPNIS) to provide a harmonised / standardised system that would provide effective monitoring and traceability of guidance implementation.

Unfortunately this pilot has not yet yielded these outcomes and in the interim the SHSCT continues to use an excel spreadsheet whose functionality falls well short of service requirements.

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3.3.2 Acute Standards & Guidelines Procedures

So in the backdrop of this lack of regional progress, coupled with the complexity and volume of circulars that are being issued on an ongoing basis, there was an identified need for consistent and reliable record keeping by all members of the Acute S&G team. During 2017/18 a suite of suitable service process maps / standard operating procedures for the dissemination, implementation and monitoring of standards and guidelines was developed. These set out the key administrative rules and requirements that need to be put in place to ensure the required service administration objectives are met:

Document Title	Appendix
Acute Services Procedures Manual that provides staff with a clearly defined induction resource tool	3
Acute Services Administration Rules document with the following suite of process maps developed:	4
Process Map for the Management of newly received standards and guideline documents within the Acute Service Directorate (Reference: ISM/PM01/ approved March 2018)	5
Process Map for the Management of NICE baseline assessment tools / E proformas (Reference: ISM/PM02/ (approved March 2018)	6
Process map ISM / PM 03 – Key roles and responsibilities for the clinical change lead – Implementation of NICE Guidance (approved March 2018)	7
Process map ISM / PM 04 – Key roles and responsibilities for the clinical change lead – Implementation of Patient Safety Alerts, Regional SQR learning letters, CMO circulars (approved March 2018)	8

These service procedures are also supported by a suite of standardised report templates and a report matrix that clearly outlines what reports are required when within the annual meeting calendar. This matrix can be referred to in *Appendix 9* of this report.

3.4 Monthly Standards & Guidelines Activity report

In order to provide staff at the patient interface with a summary of all of the new regional endorsed guidelines a summary report is issued from the Acute Services Director's office on the first Monday of each month. There is an agreed one month lag time and this is to ensure that the report identifies the clinical change lead for

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each standard and guideline that requires implementation. This ensures staff are signposted to a name lead should there be any queries or interest in getting involved in this work.

The timeliness of issue of this monthly activity report is monitored as part of the Acute Services Key Performance Indicators that are discussed in Section 4.3 of this report.

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4.0 SYSTEMS AND PROCESSES FOR MONITORING

4.1 HSCB Bi-monthly Assurance reports

The HSCB requires each HSC Trust to provide a positive assurance statement on all of the regionally endorsed NICE guidelines and NICE Technology Appraisals. In relation to NICE guidelines there is a need for the SHSCT to provide a 3 month assurance that a clinical change lead is in place and work is progressing; a 12 month assurance to indicate full implementation.

In relation to NICE Technology Appraisals there is a need for the SHSCT to provide a 3 month assurance that a clinical change lead is in place and work is progressing; a 9 month assurance to indicate full implementation.

During 2017/18 there were 6 Positive Assurance reports submitted to corporate governance office for onward submission to the HSCB. Within these positive assurance reports a total number of 89 guidelines were referenced. All of these were approved by the Acute S&G forum with feedback sent to the relevant clinical change lead / working group confirming approval and copy of finalised submission.

Alongside these Positive Assurance reports Acute Services Directorate submitted a total of 13 E proformas for those NICE clinical guidelines that had an identified external barrier impeding compliance. Again all of these were approved by the Acute S&G forum with feedback sent to the relevant clinical change lead / working group confirming approval and copy of finalised submission.

Public Health Guidelines

To date Public Health Guidelines have not been included in the HSCB Positive Assurance reports. Within the SHSCT these are uploaded to the corporate Standards & Guidelines *Sharepoint* site and it is the expectation that when managers are designing a new service or reviewing an existing service they will access this repository to ensure the relevant guidance and recommendations are included as part of the decision making processes.

4.2 HSCB Safety & Quality Alerts Team Responses

The HSCB Safety & Quality Alerts team act on behalf of the Public Health Agency to co-ordinate the HSC Trust assurance statement on all of the regionally endorsed learning letters, patient safety alerts and other circulars such as CMO letters etc.

During 2017/18 there were 13 assurance action plans submitted – all of these were approved by the Acute S&G forum with feedback sent to the relevant clinical change lead / working group confirming approval and copy of finalised submission.

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4.3 Acute S&G Service - Key Performance Indicators

To ensure that these procedures were being well embedded within service practice a number of service key performance indicators were proposed and agreed by the Acute Standards & Guidelines forum in March 2017. Throughout 2017/18 the 8 KPI's were implemented and this now forms part of a quarterly reporting system that reviewed compliance against the indicator standards and determined if any corrective action was required.

A copy of the 2017/18 performance report is outlined in *Appendix 10* of this report.

4.4 Acute S&G Service – Audit work 2017/18

In April 2017 a Band 5 Governance Officer commenced an audit project within the Acute S&G team. This formed part of an agreed secondment from the Corporate Governance team. This secondment ended on 31/12/17.

The purpose of this audit was to ensure that an assurance framework was in place to comply with the reporting arrangements to the relevant external agencies (such as the HSCB).

The audit work identified 53 regionally endorsed NICE guidelines (aligned to Acute Services directorate) as having a 'red status.' This means that none of these guidelines have been fully implemented due to there being a number of external barriers (lack of funding/equipment/staffing resource).

Work was undertaken throughout 2017/18 to ensure that the relevant documentation / evidence base was in place to support this red status. This is a requirement of the HSCB. Collectively this information has now been included in the Acute Services directorate risk register with the risk rating indicated as moderate. *Appendix 11 & 12* of this report provides a summary of these outcomes.

Acute S&G service reporting requirements indicate that this information is reviewed and presented to the Acute S&G forum on a quarterly basis with the report template now clearly identifying the resources that are required to remedy the areas of non-compliance. Systems are now in place to ensure each guideline is identified for review by the clinical change lead within 2 months of the review deadline at the HSCB. This information has also been shared with the Business & Planning teams so that any of the identified requirements can be linked to any service IPTs.

The outcomes from this audit continue to be operationalised and monitored by the Acute S&G forum as well as at the 3 Divisional Governance meetings to ensure progression.

4.4.1 Acute Service Directorate Audit Committee

The Acute Audit Committee has been reconvened in 2017/18 and the terms of reference acknowledge the need to include the regional endorsed standards and guidelines within its annual audit work plan. This will support the

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monitoring and assurance of those guidelines that are deemed a priority for implementation / risk within the directorate.

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5.0 SUMMARY OF SOME QUALITY IMPROVEMENT INITIATIVES ALIGNED TO STANDARDS & GUIDELINES

Throughout 2017/18 significant quality improvement work has been undertaken by the Acute Services Standards & Guidelines team to ensure that the recommendations outlined in the guideline recommendations are visible at the patient staff interface and embedded within current clinical practice. Many working groups have been established and work plan outcomes have been demonstrable of how this has been achieved.

Below is a summary of a few key work streams that have been undertaken over the last 12 months.

- ***NICE CG 176: Head Injury: Diagnosis and Initial Assessment***

Over the last year a cross directorate MDT working group has been established to progress the recommendations outlined in NICE Clinical Guideline CG 176. This work has resulted in Trust Policies for the diagnosis and early management of head injuries being developed. The policy outlines clear guidance to staff regarding clinical assessment requirements, diagnostic testing, and observation and monitoring of the patient's condition, consideration of anticoagulation management, referral processes for rehabilitation (including the formalisation of referrals to the Acquired Brain Injury team). New adult patient information leaflets for concussion and acquired brain injury have been developed. The previously used GSC observation chart has been reviewed and updated with a pilot now being undertaken in a number of clinical areas across medicine and surgery to ensure suitability.

- ***NPSA(2009/RRR011) - Checking Pregnancy before Surgery***

The working group that was established to take forward the NPSA recommendations reconvened in December 2016 to review the existing policy and procedures documentation. This was in line with the policy review timescales. As part of the work plan during 2017/18 new patient information leaflets were designed, piloted and are now sent out by the scheduling team to raise awareness of the importance of checking pregnancy prior to surgery and diagnostic interventions. The policy and procedures document has been updated and uploaded on to the Trust intranet site in December 2017.

- ***HSC (SQSD) 57/16 - Reducing the Risk of Oxygen Tubing being Connected to Air Flow***

This cross directorate work stream was led by the Trust Medical Gas Committee. and as part of the Trust's response to the patient safety alert new awareness raising posters have been designed and put up in all relevant clinical areas to make staff aware of the risk of connecting oxygen tubing to air.

The Trust's new Medical Gas procedures include reference to this patient safety alert and following a successful trial in the Respiratory ward (CAH) the Biomedical Engineering department have now applied the air flow safety flaps to all air flow meters (as identified by the service contract holders). Following a change in contract, the new contract holder has confirmed that when the airflow meters are inspected as part of their annual service, checks are undertaken to ensure that a flap is in place and in good condition. If not, then a replacement flap needs to be applied" BOC have also been contacted and have agreed to include checks as part of their 6 monthly service checks. All of this provides an ongoing assurance of the checks that are being carried out. For those clinical areas that do not use medical air removable blanking plugs have been applied as a further control measure. These can be removed should the clinical requirements of the clinical area change.

- ***HSC (SQSD) 25/17 - Risk of death and severe harm from ingestion of superabsorbent polymer gel granules***

Significant work has been undertaken by the Acute S&G professional Forum to put in place effective control measures to meet the requirements outlined in this alert. This has included completion of a CoSHH review, risk assessment and development of standard operating procedures to make staff more familiar with the risk associated with this product.

This work has also dovetailed into other work streams associated with the risk of choking, all of which has been highlighted in a recent Thematic Review Report (February 2018) that has been compiled by the PHA on the regional analysis of SAls and AIs relating to choking on food.

- ***HSC (SQSD) 53/16 - Restricted Use of Open Systems for Injectable Medication***

Significant work has been undertaken by Theatres, Cardiac and Radiology Interventional services to reduce the number of procedures that require the use of open systems to administer injectable medicines. For those procedures where restrictive use is not feasible a number of standard operating procedures have been developed within each service to provide staff with a very clear and pictorially presented guide on how to safely carry these procedures out. This is to be used as an educational resource that will form part of staff induction and training.

6.0 KEY CHALLENGES

Throughout 2017/18 there continues to be ongoing challenges that have impeded the Acute Standards & Guideline team's ability to effectively implement standards and guidelines with a timely and collaborative approach.

Some of the key issues include:

6.1 Volume and Complexity

The volume and complexity of the guidelines that are being regionally endorsed and issued for implementation within the HSC is significant, as Table 1 outlines. To ensure that the service standards are met there must be a robust evidence base around the assurances that are being submitted to external agencies. This requires significant administrative effort and adequate service time.

The lack of a 'fit for purpose' database (as outlined in section 3.3.1) continues to be one of the most challenging issues. Whilst the Acute S&G team have established '*justification rules*' for data entry within the corporate standards and guidelines excel database this must be done consistently across the directorates. If not this can result in difficulties in producing reports that are accurate, reliable, validated and consistent in their analysis.

There is a need for all of the recorded standards and guidelines held within the database to be reviewed to ensure accuracy of record keeping but there is currently insufficient service resource to undertake this significant task. This continues to be included within the 2018/19 Acute S&G work plan.

6.2 Cross Directorate Work Streams

For those standards and guidelines that have cross directorate applicability there are challenges in getting the recommendations reviewed from a corporate perspective.

Whilst there have been a number of cross directorate working groups facilitated by Acute Services (for example Head Injury / Epilepsy / Multimorbidity / Low Back pain NICE guidance) during 2017/18 this is not always consistent due to service capacity. Coupled with a lack of timely agreement on who is 'lead' there is the risk that each directorate will implement and assure on a directorate basis only.

This does not ensure that the recommendations are being implemented uniformly across the patient's care journey and if this is not sufficiently managed this can lead to variances in practice and clinical standards.

There are ongoing Acute SMT discussions with the Trust Medical director to ascertain how best this can be managed.

6.3 Clinical Change Lead

During 2017/18 there has been an increase in nominated clinical change leads confirming with the Acute S&G service that they are not in a position to accept this role due to work plan capacity. Without this commitment by the clinical change lead this has resulted in a number of guidelines not being taken forward in a timely manner that is in adherence to the HSCB requirements. There are ongoing Acute SMT discussions with the Trust Medical director to ascertain how best this can be managed.

7.0 PROPOSED PRIORITIES FOR 2018/19

Service development is a pivotal objective within any service to ensure that there is a core commitment to delivering a high quality service built on evidence based practice.

The quality improvement work that emulated from the NICE Scholarship project will continue to be embedded, refined and reviewed. In addition to this the Acute Service Standards and Guidelines team have identified a number of new service objectives that will be included within the 2018/19 service work plan.

These include:

- Quality assurance of HSCB green status report for NICE guidelines. The 2017/18 service audit ensured that the 'red status' NICE guidelines were reviewed to ensure that the indicated compliance status was evidence based and credible;
- Maintenance of the NICE Technology Appraisal share point site to ensure that staff have access to the most up to date information;
- Development of a service audit tool to check compliance against a number of service administration procedure requirements;
- As part of the Acute Services Audit Committee start to identify the top annual audit priorities for the regionally endorsed standards and guidelines.

Acute Services Accountability Report

- Standards and Guidelines -

(1st April 2018 to 31 March 2019)



Identify



Capture



Share



Use

Mrs Caroline Beattie MSc, MCSP, MCIOSH, NICE Scholar (2016/17)

Report Author: *Patient Safety & Quality Manager – Standards & Guidelines
Acute Governance Team, SHSCT*

Approval Date: *6 August 2019 – ACUTE S&G FORUM*

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1.0 INTRODUCTION

*"We must make quality of care as important as the quality of treatment.
This means celebrating and spreading excellence in care"*

(Patients First and Foremost, March 2013)

*"The primary goal of the care provided must always be to make their
experience, the outcome of their condition, their treatment, and their
safety as good as it gets."*

(Liam Donaldson report, December 2014)

In the demanding and fast paced world of health care provision today it is not uncommon for doctors, nurses and other health care professionals to have days where they are pushed to their limits. Resource limitations, workforce challenges, organisational change / complexity and the external environment are recognised barriers that make it very difficult for healthcare organisations to ensure clinical guidance and standards are effectively translated into policy and embedded within routine practice. A further challenge is the ability to ensure this routine practice is monitored so that it meets guidance standards on an ongoing basis.

During 2018/19 a total of 217 standard and guideline circulars were regionally endorsed by external agencies (HSCB, DHSSPSNI, PHA) for implementation within the SHSCT. Of these, 169 (78%) were identified as being applicable to the Acute Services Directorate. A significant number of these required a new initiative / practice recommendation to be implemented.

To achieve this objective staff must, in the midst of their daily clinical demands learn, embrace and undertake these new recommendations within their daily clinical practice. From a governance perspective the ability to provide a robust assurance against this awareness, acceptance, adoption and adherence to these guidelines is interdependent on so many factors identified above. There is no easy solution on how to achieve this effectively and the evidence base supports this position.

Since 2016 significant work has been undertaken within the Acute Services directorate to strengthen the assurance processes for the dissemination, implementation and monitoring of standards and guidelines. During 2018/19 these systems and processes continue to be strengthened with a number of additional service improvement initiatives being undertaken.

This 2018/19 Acute Services Accountability report will provide a summary of the service activity and outcomes over the last year and provide an update on the many patient safety and quality initiatives that have been taken forward following regional endorsement of clinical standards and guidelines within the HSC.

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However despite these improvements in accountability there remain a significant number of standards and guidelines where the compliance status remains either partial or unknown. Section 3 of this report provides greater detail of the risk factors and the potential risk that this carries for the Acute Services Directorate and wider organisation.

2.0 SUMMARY STATEMENT

TABLE 1:
Total number of new regionally endorsed Standards and Guidelines received by SHSCT from 01/04/2018 to 31/03/2019

Total number received by the SHSCT	217
Total number reviewed by Acute S&G forum & agreed not applicable to SHSCT	29
Number reviewed and deemed applicable to the SHSCT	188
Reviewed by Acute S&G forum and deemed applicable to Acute Services	168 (78%)
Reviewed by Acute S&G forum and deemed not applicable to Acute Services (Applicable to other Directorates only)	20
	188

This brings the total number of Standards and Guidelines listed on the Trust Standards and Guidelines register to 1804 (as of the 31/03/2019).

Table 2 below provides a summary of those applicable to Acute Services (by type/number) that were received from 01/04/2018 to 31/03/2019.

TABLE 2: Type	Total
Chief Medical Officer /Chief Nursing Officer Letter	40
DOH Communications	4
HSCB Communications	17
NICE Antimicrobial Guidance	11
NICE Clinical Guidelines	16
NICE Clinical Guideline Updates	9
NICE Interventional Procedures	6
NICE Public Health Guidelines	2
NICE Technology Appraisals	28
NICE Technology Appraisal Updates	3
Patient Safety Alerts	7
PHA Communications	6
Safety & Quality Reminder of Best Practice	19
	168

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Table 3 below provides a summary of these 2018/19 standards and guidelines by compliance status:

TABLE 3: Compliance Status	Total	%
For information/dissemination only (no compliance required)	55	38%
Action required/Change Lead required: Total	113	
Full Compliance	44	39%
Partial Compliance – Internal actions required	14	12%
Partial Compliance – Internal Actions required / External Barriers identified	26	23%
Partial Compliance – External Barriers	6	5%
Superseded during 2018/19	0	0%
To be confirmed but within implementation timescale	20	18%

Table 4 below provides a summary of these standards and guidelines by risk rating status:

TABLE 4: Risk Rating Status that remain indicated as non-compliant (NB: the risk rating denotes the agreed rating at time of initial review at Acute S&G forum)	Total	%
For information/dissemination only (no compliance required)	55	33%
High risk rating	3	3%
Medium risk rating	19	17%
Low risk rating	91	80%
Risk rating to be confirmed	0	0%
TOTAL	113	100%

Table 5 identifies the circulars that these 'high' and 'medium' risk ratings refer to.

TABLE 5: Risk Rating Status – List of specific S&G (NB: the risk rating denotes the agreed rating at time of initial review at Acute S&G forum)	
High risk rating (n=3)	Clinical Change Lead
Development of Diabetic Keto-Acidosis DKA as an In-Patient Further <i>(3 circulars received for this)</i>	Dr Una Bradley
Medium risk rating (n=19) (NB: the risk rating denotes the agreed rating at time of initial review at Acute S&G forum)	Clinical Change Lead
Valproate and Women of Childbearing Potential <i>(4 circulars received for this)</i>	Dr Karen McKnight
Safe Use of Oral Bowel Cleansing Agents - Update Request	Amie Nelson / Marti McKenna / Jeanette Robinson
Prevention of Falls Resulting in Moderate to Severe Harm	Kay Carroll (as part of the Acute Falls steering group)
Endometrial Thermoablation	Helena Murray & Wendy Clarke
Misdiagnosis of Diabetic Ketoacidosis in Children	Mary Burke & Eli McCormick
Risk of Accidental Overdose of IV Paracetamol	Acute S&G Forum
Management of risk for people with mental health conditions in the general hospital setting	Mary Burke
Recommendation from Independent Inquiry (2017)	Led by MHL D
Management of life threatening Bleeds	Dr Morgan
Pause In Vaginal Mesh Surgery Restriction of Use and High Vigilance Scrutiny Requirements <i>(3 circulars received for this)</i>	Dr E Boggs/Mr John O'Donoghue
Update to TA 217 Donepezil, galantamine, rivastigmine and memantine for the treatment of Alzheimer's disease	Dr Patricia McCaffrey
Doctors ordering investigations have responsibility to follow up results	Acute Clinical Governance Forum
Arterial Line Blood Sampling: preventing hypoglycaemic brain injury	Dr Chris Clarke, Dr Michael Morrow
Pancreatic cancer in adults diagnosis and management	Mr M Yousaf

3.0 Backlog review of Standards & Guidelines

The ability for the Acute S&G team to ensure all regionally endorsed standards and guidelines (aligned to the directorate) are effectively disseminated, implemented and monitored is an ongoing service challenge that continues to be outlined in the directorate risk register (reference: 3529).

The excel spreadsheet, that is used as the corporate database system to record all of the new regionally endorsed SHSCT standards and guidelines currently registers 1805 circulars. These have been received from 01/04/2007 (when the SHSCT was formed) to 31/03/2019.

As the 2018/19 S&G Accountability report provides an assurance on the 2018/19 S&G activity, Table 6 below only provides a summary of those regionally endorsed guidelines received from 01/04/2007 to 31/03/2018.

TABLE 6	
Standards and Guidelines (regionally endorsed 01/04/2007 to 31/03/2018)	
Number received from external agencies between 01/04/2007 – 31/03/2018	1586
Reviewed by Acute S&G forum & deemed 'not applicable' to the SHSCT	50
Reviewed by Acute S&G forum & deemed 'applicable' to the SHSCT	1535
Reviewed by Acute S&G forum & deemed 'applicable' to Acute Services	1421 (90%)
Compliance Status	
For Dissemination/ Information Only	75
Compliant	723
Partially Compliant (Internal, Internal & External)	191
Superseded	40
Compliance not known	392
	1421
Risk Rating	
High Risk Rating	14
Medium Risk Rating	25
Low Risk Rating	801
Not Applicable	69
Superseded	6
Risk Rating not indicated	506
	1421

It is an ongoing service concern that there is a significant number of standards and guidelines (aligned to Acute Services Directorate) where the compliance and risk rating is not indicated. There are a number of reasons for this:

- A corporate / directorate standards and guidelines forum was not in place to review and determine this for those circulars issued prior to 2011/12.

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- Some of the circulars have also been updated, superseded and the old version of the circular has not been updated. Irrespective the data needs to be reviewed and data fields completed
- Staffing resource limitations / service capacity

The 2017/18 Acute S&G service work plan identified the need to review, update and cleanse the S&G database (*from an Acute Services directorate perspective*). There were 2 defined phases within which this was to be achieved:

- Phase 1 encompassing all circulars issued from 01/10/2015 to current date;
- Phase 2 encompassing all circulars issued from 01/04/2007 to 30/09/2015).

The 01/10/2015 was identified as the transition date between Phase 1 & 2 as this was the date when the Acute S&G Manager returned from a 2 year career break. During which time there was limited service cover provided for the role and as a consequence a lot of the newly received / ongoing work was not fully progressed which has contributed to the backlog impact.

However due to ongoing service capacity issues (the sustained volume of newly issued guidelines from external agencies / those requiring ongoing project implementation / staff changes) the ability to complete Phase 2 remains outstanding, albeit it was transferred as a priority for completion within the 2018/19 service work plan.

The backlog review of historical standards and guidelines needs to be undertaken as a priority to ensure that there is an up to date compliance / risk position indicated within the directorate system. However the limited service capacity to ensure timely review and implementation of the new regionally endorsed guidelines has made it very difficult to get this backlog work completed. Without further investment in service staffing, this will continue to be a challenge and directorate risk.

4.0 Accountability Arrangements – Acute Services Directorate

During 2018/19 significant work has continued within the Acute S&G team to strengthen the accountability arrangements for the dissemination, implementation and monitoring of standards and guidelines within the Acute Services directorate. These arrangements were all presented in the 2017/18 accountability report.

4.1 Acute Standards & Guidelines Forum

As indicated in the terms of reference (*Appendix 1*) the Acute S&G forum meets on the 1st and 3rd Tuesday of every month. The Director of Acute Services is chairperson and the forum is attended by SMT.

Throughout 2018/19 a total of 24 forum meetings were held. As outlined in Table 1 a total of 217 new regional endorsed standards and guidelines were reviewed of which 169 (78%) were deemed applicable to the directorate. This is a 4% increase in activity compared to 2017/18 figures.

All of the new regionally endorsed standards and guidelines were reviewed at this forum with decisions made regarding clinical change lead nominations, risk rating, establishment of working groups to ensure effective implementation within the specified timescales. Tables 2, 3, 4 & 5 (that are outlined in this report) summarise this information.

Approval of a significant number of action plans / assurance responses have also been given and this work is summarised in section 4.0.

4.2 Acute Professional (Nursing, Midwifery, AHP & Radiography) S&G Forum

During 2018/19 the Acute S&G Forum, the Acute Services Lead Nurse, Midwife, AHP and Radiographer S&G forum held 6 meetings. However in January 2019 the chairperson was promoted to a new role and as a consequence the planned meetings from January to March 2019 were not held until the new chairperson took up post.

This forum has become a pivotal mechanism through which all new patient safety alerts / learning letters can be shared with front line staff. Discussion within the forum has supported a shared learning / experience approach and has ensured there is consistency in what action can be realistically adopted within the system.

Some of the key outcomes from this working group during 2018/19 included:

- Agreement of the revised Nasogastric Position Check Chart led by the SHSCT Home Enteral Feeding Tube co-ordinators
- Involvement in the Learning Disability service improvement initiatives

- Inclusion of the regional RQIA audit tool within the existing NQI file maker system – this has ensured that an electronic data capture system is used to monitor practice

A work plan identifying the top 10 S&G priorities have now been agreed and this will ensure the valuable work of this forum is taken forward into 2019/20. This forum reports to the Acute S&G Forum.

4.3 Acute Standards & Guidelines Service - Systems and Processes

4.4.1 Regional Standards & Guidelines recording / monitoring system

Given the plethora of standards and guidelines that are currently in the system it is imperative that the reporting and monitoring systems are effective to ensure ongoing monitoring and compliance reporting.

One of the key service challenges for the Acute S&G team, and indeed for the organisation is the lack of an effective corporate database system. This risk has been escalated within the SHSCT over the last number of years (including previous denoting on the corporate risk register).

In 2017/18 BSO gave the WHSCT significant funding to support a pilot of a modified *Sharepoint* system that would in the first instance record and track the implementation of NICE guidelines and Technology Appraisals. The Regional NICE Managers forum acted as the project group and whilst the scope of the project was not embrative of all the types of standards and guidelines endorsed regionally it was at least a starting point. The ultimate vision was that upon completion this system would then be shared across the HSC (including the HSCB/DHSSPNIS) to provide a harmonised / standardised system that would provide effective monitoring and traceability of guidance implementation.

Unfortunately this pilot has not yet yielded these desired outcomes and in the interim the SHSCT continues to use an excel spreadsheet whose functionality falls well short of service requirements. Given the number of standards and guidelines that are now held on this system there is risk of it collapsing. As a safe guard a system back up is saved on a weekly basis.

There is also the added frustration that if any of the directorate governance teams are using the shared excel spreadsheet no-one else can use it. This can impact on staff not being able to carry out their administrative duties on the system at that point in time. This is inefficient and there is a risk of a lack of timely data capture.

Discussions have been commenced with the Trust's IT team to undertake an options appraisal against the outlined system's specification and what is currently available on the market place to ensure a suitable and fit for purpose system can be purchased for use. However this will take time to take forward,

both in terms of decision making and getting approval to allocate any required funding to support this initiative.

4.4.2 Acute Standards & Guidelines Procedures

Within a suitable recording / reporting IT system, coupled with the complexity and volume of circulars that are being issued on an ongoing basis, there was an identified need for consistent and reliable record keeping by all members of the Acute S&G team.

During 2017/18 a suite of suitable service process maps / standard operating procedures for the dissemination, implementation and monitoring of standards and guidelines was developed.

Throughout 2018/19 these have been monitored and, where required, reviewed to ensure their effectiveness and reliability. These processes were fundamental during the induction process of a new temporary member of staff who commenced her post in January 2019. This appointment was to replace the permanent Band 5 Governance Officer who had been seconded to another governance team in September 2018. The processes have clearly informed the role and the expectations within it, and have ensured system continuity and maintenance of service standards during workforce change.

4.4 Monthly Standards & Guidelines Activity report

In order to provide staff at the patient interface with a summary of all of the new regional endorsed guidelines a summary report continues to be issued from the Acute Services Director's office on the first Monday of each month.

There is an agreed one month lag time and this is to ensure that the report identifies the clinical change lead for each standard and guideline that requires implementation. This ensures staff are signposted to a name lead should there be any queries or interest in getting involved in this work.

The timeliness of issue of this monthly activity report is monitored as part of the Acute Services Key Performance Indicators that are discussed in Section 4.3 of this report.

5.0 SYSTEMS AND PROCESSES FOR MONITORING

During 2018/19 a total of 117 assurance responses were sent back by the Acute S&G team (via the Corporate Governance Office) to the relevant external agency.

These responses indicate the following:

- The systems and processes that are currently in place to evidence how the recommendation is met;
- The actions that are still required (named person / within agreed timescales) to meet the recommendation;
- The external barriers that impede implementation and require additional resourcing (not currently available within existing resources).

All of these were reviewed by the Acute S&G forum prior to approval and onward submission to the external agency.

5.1 HSCB Bi-monthly Assurance reports

The HSCB requires each HSC Trust to provide a positive assurance statement on all of the regionally endorsed NICE guidelines and NICE Technology Appraisals.

In relation to NICE guidelines there is a need for the SHSCT to provide a 3 month assurance that a clinical change lead is in place and work is progressing; a 12 month assurance to indicate full implementation.

In relation to NICE Technology Appraisals there is a need for the SHSCT to provide a 3 month assurance that a clinical change lead is in place and work is progressing; a 9 month assurance to indicate full implementation.

During 2018/19 there were 5 Positive Assurance reports submitted to Corporate Governance Office for onward submission to the HSCB.

TABLE 7 provides an assurance on what information was provided to the HSCB:

Positive Assurance report		
Report Date	Total number of NICE clinical guidelines	Total Number of NICE TA's
May 2018		
Red Status	1	0
Amber Status	0	0
Green Status	0	11
Not Applicable	4	6
July 2018		
Red Status	1	1
Amber Status	0	0

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Green Status	0	9
Not Applicable	2	6
September 2018		
Red Status	1	0
Amber Status	1	0
Green Status	0	8
Not Applicable	2	2
November 2018		
Red Status	2	2
Amber Status	3	0
Green Status	0	12
Not Applicable	0	7
January 2019		
Red Status	2	1
Amber Status	2	0
Green Status	0	8
Not Applicable	3	11

A total of 21 'E proformas' (including some of those reference in Table 7) for those NICE clinical guidelines that had an identified external barrier impeding compliance were also submitted. Again all of these were approved by the Acute S&G forum, with feedback sent to the relevant clinical change lead / working group confirming approval and copy of finalised submission.

A copy of the April 2019 E proforma report is attached below:



20190430_Quarterly
NICE Guidelines E pro

This comprehensive report provides a collective summary of the key risks associated with not being able to implement the guidance fully. This is monitored on a quarterly basis by the Acute S&G forum.

Regular meetings are also undertaken with the Trust's Planning team and a copy of this information is provided. This process allows a link to be made between any pending IPT and the current lack of resources attributed to a guideline not being met.

These are all included within the Acute Services Risk register which is monitored on a quarterly basis.

5.1.1 NICE Public Health Guidelines

To date Public Health Guidelines have not been included in the HSCB Positive Assurance reports and as such there is a risk that these may not be fully reviewed and acted upon operationally. Since these guidelines may not be required until a

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service is being reviewed or when a new service is being developed there is a risk that this information may not be referred to during the planning stages.

To ensure all of the regionally endorsed NICE Public Health guidelines are more readily accessible to staff it has been agreed that a NICE Public Health Guideline section will be developed on *Sharepoint* site – this will have a direct link to the DHSSPSNI NICE Public Health website.

As an additional service development this link will also be added to the IPT documentation so that when a business case is being developed this repository of information is readily accessible to managers involved in service development plans.

It will also be included in the weekly Acute Services S&G activity report that is sent out from the Director's office.

5.2 HSCB Safety & Quality Alerts Team Responses

The HSCB Safety & Quality Alerts team act on behalf of the Public Health Agency to co-ordinate the HSC Trust assurance statement on all of the regionally endorsed Safety & Quality Learning letters/ Reminder of Best Practice, national Patient Safety Alerts (NHS Improvement UK) and other circulars such as CMO letters etc.

During 2018/19 there were 31 assurance action plans / updates submitted by the Acute S&G team to the relevant external agency – all of these were approved by the Acute S&G forum with feedback sent to the relevant clinical change lead / working group confirming approval and copy of finalised submission.

As part of the Acute S&G team's ongoing review of service improvement, processes are currently being strengthened within the reporting functions to the Acute S&G forum to ensure there is a monthly review of all partially compliant learning letters / patient safety alert action plans so that any pending action timescales are monitored. These are then sent to the named clinical change lead for onward follow up and updating.

5.3 Acute S&G Service - Key Performance Indicators

To ensure that the current systems and processes within the service are embedded within service practice a number of service key performance indicators were proposed and agreed by the Acute Standards & Guidelines forum in March 2017.

There are currently 7 KPI's agreed within the service and this now forms part of a quarterly reporting system that reviewed compliance against the indicator standards and determined if any corrective action was required.

Acute Services Accountability Report – 2018/19

A copy of the 2018/19 performance report is outlined below.



KPI Report Quarter 4
Acute Standards GUI

Unfortunately due to the permanent Band 5 Governance officer being approved for a 9 month secondment (with effect from 1 September 2018) Quarter 2 and 3 data is not available.

5.4 Acute Service Directorate Audit Committee

The sustainability of any change in practice must be subject to ongoing monitoring over time. The need to link the implementation of standard & guideline recommendations to an agreed audit work programme has been long recognised. This monitoring mechanism will support the monitoring and assurance of those guidelines that are deemed a priority for implementation / risk within the directorate

The Acute Audit Committee was reconvened in 2017/18 and the terms of reference acknowledge the need to include the regional endorsed standards and guidelines within its annual audit work plan. However due to a number of ongoing challenges this committee has not met during 2018/19 and as such the formalisation of this work plan remains in draft format.

6.0 SUMMARY OF SOME QUALITY IMPROVEMENT INITIATIVES ALIGNED TO STANDARDS & GUIDELINES

Throughout 2018/19 significant quality improvement work has been undertaken by the Acute Services Standards & Guidelines team to ensure that the recommendations outlined in regionally endorsed guidelines are visible at the patient staff interface and embedded within current clinical practice.

Many working groups have been established throughout the team's annual work plan and outcomes demonstrate how this has been achieved.

Below is a summary of a few key work streams that have been undertaken over the last 12 months.

- **NICE NG 37 Complex Fractures: Assessment and Management**

Over the last 12 months a working group was established to implement the new NICE clinical guidance for the management of complex fractures. This work identified that the following recommendation could not be met within current systems and processes *"All trusts receiving patients with open fractures must have information governance policies in place that enable staff to take and use photographs of open fracture wounds for clinical decision-making 24 hours a day. Protocols must also cover the handling and storage of photographic images of open fracture wounds."*

Working in collaboration with BSO, SECTRA and SHSCT colleagues from the Trust's Emergency Departments, Radiology service and Information Technology / Governance team, a new Trust policy has been developed and is now available on the Trust intranet. The purpose of this policy is to provide clear information on service user photography & recording and to ensure particular care is taken to protect the recordings and control its storage and use. It is designed to support staff and assist with decision making regarding appropriate clinical photography and will ensure patient confidentiality is maintained.

A hyperlink to this policy is outlined below:

[Photography of Services Users](#)

For staff working within the Trust's Emergency Department, systems are now established to allow clinical photographs to be uploaded to PACS and reconciled within the patient's electronic care record. There is great potential to extend this initiative to other services including Trauma & Orthopaedics, Tissue Viability, Orthodontics pending approval of funding.

- ***NICE CG 176: Head Injury: Diagnosis and Initial Assessment***

Over the last 2 years a cross directorate MDT working group has been working to progress the recommendations outlined in NICE Clinical Guideline CG 176. This work has resulted in a Trust Policy for the diagnosis and early management of head injuries being developed. This is awaiting approval at Policy Scrutiny Committee in July 2019.

The policy outlines clear guidance to staff regarding clinical assessment requirements, diagnostic testing, and observation and monitoring of the patient's condition, consideration of anticoagulation management, referral processes for rehabilitation (including the formalisation of referrals to the Acquired Brain Injury team). New adult patient information leaflets for concussion and acquired brain injury have been developed in collaboration with the Trust's PPI team. The previously used GSC observation chart has been reviewed and updated with a pilot now being undertaken in a number of clinical areas across medicine and surgery to ensure suitability. This work has been aligned to the NEWS² and Sepsis implementation plans to ensure escalation processes are consistent across all clinical specialities.

- ***HSC (SQSD) 57/16 - Reducing the Risk of Oxygen Tubing being Connected to Air Flow***

This cross directorate work stream was led by the Trust Medical Gas Committee. As part of the Trust's response to the patient safety alert, new awareness raising posters have been designed and put up in all relevant clinical areas to make staff aware of the risk of connecting oxygen tubing to air.

The Trust's new Medical Gas procedures include reference to this patient safety alert and following a successful trial in the Respiratory ward (CAH) the Biomedical Engineering department have now applied the air flow safety flaps to all air flow meters (as identified by the service contract holders). Following a change in contract, the new contract holder has confirmed that when the airflow meters are inspected as part of their annual service, checks are undertaken to ensure that a flap is in place and in good condition. If not, then a replacement flap needs to be applied. BOC have also been contacted and have agreed to include checks as part of their 6 monthly service checks. All of this provides an ongoing assurance of the checks that are being carried out. For those clinical areas that do not use medical air removable blanking plugs have been applied as a further control measure. These can be removed should the clinical requirements of the clinical area change.

- ***HSC (SQSD) 25/17 - Risk of death and severe harm from ingestion of superabsorbent polymer gel granules***

Significant work has been undertaken by the Acute S&G Professional Leads Forum to put in place effective control measures to meet the requirements outlined in this alert. This has included completion of a CoSHH review, risk assessment and development of standard operating procedures to make staff more familiar with the risk associated with this product.

This work has also dovetailed into other work streams associated with the risk of choking, all of which has been highlighted in a recent Thematic Review Report (February 2018) that has been compiled by the PHA on the regional analysis of SAIs and AIs relating to choking on food. This work will also align itself to the work that continues to be undertaken as part of the Learning Disability initiatives being undertaken by both Acute Services and the Mental Health & Learning Disability directorates.

- ***Regional Line Labelling Policy***

In 2017 the Regional Line Labelling Policy was endorsed and disseminated to all HSC trusts for implementation. In order to ensure the policy principles were being consistently adhered to, RQIA developed a regional audit tool that was to be completed by each Trust on an ongoing basis. However this tool was not in an electronic format and as a consequence it was difficult for the system to collate and compare audit outcomes to indicate compliance levels / performance trends. Over the last year work has been undertaken to embed the line labelling audit requirements into an existing electronic audit programme. The NQI was deemed to be the most suitable.

Following consultation and development work by the Nursing Governance team a pilot of the audit system for line labelling has now been completed. The patient specific audit questions within the RQIA audit requirements are now integrated into the audit programme with effect from May 2019. The monitoring of audit outcomes will form part of the Acute Services S&G Professional Leads forum that meets on a monthly basis. This will hopefully identify if any corrective action / learning is required.

- ***Patient Safety Alert – Resources to support safe and timely management of hyperkalaemia***

This patient safety alert was endorsed by the DHSSPSNI in September 2018 and its purpose is to raise awareness amongst clinical staff that prompt investigation, treatment and ongoing monitoring of hyperkalaemia is time critical. A number of initiatives have been led by the Trust's Clinical Change lead, Dr Peter Sharpe, to implement the key recommendations. A recent audit has been undertaken within the acute adult wards and results have indicated that hyperkalaemia is treated appropriately and in accordance with clinical guidance. However the audit has identified the biomechanical monitoring (U&E

and glucose) post treatment should be improved. Sharing of the outcomes to raise awareness of guidance requirements is currently underway and a re-audit is planned for July 2019. As part of the awareness raising, an insert has been included in the Southern-i newsletter and the national NHS improvement awareness video has been uploaded to the trust intranet alongside the regional GAIN guidance, allowing staff access to this very informative resource, if required.

- ***Patient Safety Alert - Nasogastric tube misplacement: continuing risk of death and severe harm'***

In July 2016 a new patient safety alert relating to '*Nasogastric tube misplacement: continuing risk of death and severe harm'*' was endorsed by the DHSSPSNI. This alert reiterated key recommendations that had been indicated in 4 previous patient safety alerts, all of which had been reviewed and acted upon within the Trust by a cross directorate MDT working group that was led by the Trust's Home Enteral Tube Feeding Co-coordinator's. As part of the ongoing monitoring of practice, an audit on the use of the existing Nasogastric position check chart was undertaken in 2018 within a number of in-patient wards across both the Acute Services Directorate and the Non Acute Hospitals (Directorate of Older Persons & Primary Care). A number of improvement actions were identified as a result of the audit findings and the Trust's Home Enteral Tube Feeding Co-ordinators have redesigned the form to improve compliance with correctly completing the chart. The new updated chart has now been piloted, finalised and is currently at the printers to be included as part of the patient's end of bed documentation. An implementation plan will be put in place to ensure it is fully adopted within practice.

6.1 Quality Improvement project

The Acute Governance Officer has been accepted onto the Quality Improvement Certificate Programme (Level 3). The project that is being undertaken is to support each Clinical Change Lead (CCL) and create a communication tool that would inform the CCL of what their role is. This would be sent to each CCL at the start of the guideline implementation process to advise them of the role they have to carry out and what support they will receive.

The communication tool will provide a standardised message to each CCL and enhance the service's engagement with CCL's. This will promote their enthusiasm of the role, their active participation in it thereby enhancing patient safety and quality care.

7.0 PROPOSED PRIORITIES FOR 2019/20

Service development is a pivotal objective within any service to ensure that there is a core commitment to delivering a high quality service built on evidence based practice. The Acute S&G team is no different.

The quality improvement work that emulated from the NICE Scholarship project had continued to be embedded, refined and reviewed. In addition to this the Acute Service Standards and Guidelines team have identified a number of new service objectives that will be included within the 2018/19 service work plan.

These include:

- Continue to work with the Trust's IT team to identify workable solutions for replacing the current excel spreadsheet with a more suitable and fit for purpose system that enhances report functionality and tracking of progress.
- Ensure that there are effective systems and processes in place for the management of NICE Public Health guidelines. A review needs to be undertaken to ensure that the current processes meet the regional requirements, guidance is known within the Acute Services system and implemented upon. As part of this review other processes that could be used to share this information, such as:
 - ✓ IPT documentation
 - ✓ Monthly Acute S&G newsletter that is issued out from Directors office
 - ✓ Develop a service SOP to support outcomes
- Completion of the QI project to determine the most effective method of communication with the nominated clinical change lead, thereby ensuring the role and responsibilities are clearly outlined and the role is more positively promoted
- Quality assurance of HSCB green status report for NICE guidelines. The 2017/18 service audit ensured that the 'red status' NICE guidelines were reviewed to ensure that the indicated compliance status was evidence based and credible. This work has now completed and there is now a need to focus on quality assuring the 'green status' NICE guidelines.
- Maintenance of the NICE Technology Appraisal share point site to ensure that staff have access to the most up to date information;
- Development of a service audit tool to check compliance against a number of service administration procedure requirements;
- As part of the Acute Services Audit Committee start to identify the top annual audit priorities for the regionally endorsed standards and guidelines.

From: [Reid, Trudy](#)
Sent: 10 May 2017 15:55
To: [Boyce, Tracey](#)
Subject: Team work load
Attachments: [SAI.xlsx](#)
[Current Complaints 090517.xlsx](#)
[Ombudsman weekly 260417.xlsx](#)
[Weekly Re-Opened Report 240417.xlsx](#)

Tracey in preparation for meeting to discuss team work load
SAI report attached, with those needing screened/ completed or actioned
Action plans for the SAIs are still sparse

Complaints

Total 69 complaints, red 23, amber 24 and white 21 with an additional 9 to be added which came in late yesterday and this morning+11 that are waiting consent before they are formally logged = 89, this excludes MLA and other enquiries, currently there are 9 MLA enquiries, reopened complaints 10, 3 of which are going to face to face meeting soon
This is also compounded by the quality of response returned and the work required to put them in an acceptable format as well as the numerous reminders that we send out

Standards and guidelines

Total S&G 1054 of 1391 were applicable to acute of those 1054- 379 are still open with new additions this week
Approx. 25 new S&G per month

Risk registers

We continue to have difficulty getting updates for the risk register

Reports-

David is trying to get time to produce the divisional dashboards so there are less requests for adhoc reports, however there will still be a substantial number of adhoc reports
We are trying to do a time table of reports required and a SOP so that anyone can run them in advance of SMT governance, AC governance and divisional meeting

Education

David and I plan to review the training presentation and try to do some proactive training to see if we can improve the complaint responses and datix information
Kay and I are also trying to plan some proactive quality improvement projects – falls, diabetes, pressure ulcers/IV fluids

Regards,

Trudy

SAI REPORT

WIT-95773

Cases for Screening					
Division	Patient	Background	Comment		Meeting date organised
ED/MUSC	Personal Information	ED CXr Missed CA lung	Information of Xray escalation required / review again		
ED/MUSC	Personal Information	Perforation ? Following PEG tube insertion	Dr Murphy to review NICE guidance		
MUSC	Personal Information	# Ankle endocarditis RIP	Time line started Waiting RVH and DHH notes		
SEC	Personal Information	Delay in tumour management	Notes requested		
SEC	Personal Information	Not preped for CT scan - aspirated	Need time line		
SEC	Personal Information	CT showed PE not actioned	Time line started waiting CAH notes		
ED/MUSC	Personal Information	ED discharged returned OD - ICU Antrim	Time line complete		
MUSC	Personal Information	Delayed review new lesion	Need time line		
CCS	Personal Information	Delayed review disease progression	Screened by Medicine for CCS screening		
ED/MUSC	Personal Information	Chest drain insertion	Need time line		
MUSC	Personal Information	Cardiology referral by Dr Re respiratory referral	rescreen		
MUSC	Personal Information	? Sepsis screen post M&M	rescreen		

SAIs waiting completion					
SEC	Patient 13	Missed urology CA	Need datix then notify, need external urologist	Need panel members	
SEC	Patient 16	Delay in treatment - missed opportunity for DXT	Need datix then notify, need external urologist	Need panel members	
MUSC	Personal Information	No cardiology referral	Need datix then notif HSCB	Dr Moore, Mary Burke & Trudy/Kay	? Date
ED/MUSC	Personal Information	Aneurysm		XXX (Chair) Dr Eimear Savage Mrs Kay Carroll Mr Paul Sheridan Connie Connolly	
SEC/MUSC	Personal Information	OGD enoxaparin	Need feed back from review team	Dr Hillimand, Marie Wilson & Trudy Reid +OPPC	
SEC	Personal Information	DKA	Finalising Report	Dr Chada, Dr Brown, Dr Ferguson, Grace Hamilton, Nichola McClennaghan etc	
	Personal Information	OGD adenocarcinoma	Was this reported to HSCB????		
SEC	Personal Information	RVH neucrotic feet	1s Meeting held with Connie	Dr Alexander John (Chair), Mr Alistair Lewis Sandra Burns John Harty Connie Connolly	
ED/MUSC	Personal Information	Absconded fall from a bridge	1s Meeting held with Connie		
	Personal Information	Missed lung CA	Ready for AMD governace		
IMWH	Personal Information	RIP	Finalising Report		
IMWH	Personal Information	Suicide - Mental health & IMWH	Mental health leading		
SEC	Personal Information	Colonoscopy results	For presentation at M&M ? Deescalation		
ED/MUSC	Personal Information	spinal fracture			
MUSC	Personal Information	Fall	New chair needed ? Dr Savage		
ED/MUSC	Personal Information	ED transfer to CCU DHH	New chair needed ? Dr McGarry		
ED/MUSC	Personal Information	Delay in diagnosis and transfer Cardiogenic shock			
MUSC & SEC	Personal Information	Fall and delayed diagnosis of Fracture	Patient to be informed Report finalised, when pt informed needs sent to HSCB		
ED/MUSC	Personal Information	Carbon monoxide poisoning	Ready for AMD governace		
		Internal Review			
		Power failure - CAH	Needs meeting set up		
MUSC	Personal Information	DKA	Needs meeting set up		
MUSC	Personal Information	Collapse in corridor in DHH	Needs Cardiology chair and meeting set up		
ED/MUSC	Personal Information	Sedation issue post #	Needs meeting set up	Dr E Holmes & Mary Burke or Paul Hughes & ACG	
	Personal Information				
	Personal Information				
	Personal Information				
	Personal Information				
		Other to do			
SEC	Personal Information	#Hip	Response post meeting to family		
ED/MUSC	Personal Information	Necrotising faciatitis	Response to family letter		
		M&M follow up			
SEC	Personal Information	# amputation			
SEC	Personal Information	Lisfranc #M&M surgical/T&O and ED/medicine			
ED	Personal Information	DKA ED			
SEC	Personal Information	Colonoscopy M&M			
ED/Radiology	Personal Information	SAH delay in CT ED and Radiology			
SEC	Personal Information	Cholecystitis arrest Cardiology and Surgery			
ED/MUSC	Personal Information	discussion re appropriate placement of patient with NIPPI surgeons accepted			
SEC	Personal Information	6/9/2022 our Surgery M&M			

DIRECTORATE OF ACUTE SERVICES
Weekly Report on Formal Complaints - 9 May 2017

Ref	Record name	Div	Loc (Exact)	Date Received	Investigation due	Reply due	Current Stage	Handler
Personal information redacted by the USI		MUC/SEC	ED/4 North	10/01/2017	24/01/2017	07/02/2017	Being discussed at Surgical PSM May 2017.	DC
		MUC	Emergency Department	19/01/2017	02/02/2017	16/02/2017	To Anne McVey for approval 09.03.17.	DC
		MWH	Delivery Suite, CAH	30/01/2017	13/02/2017	27/02/2017	Meeting to be arranged with complainant	VK
		MWH	Antenatal clinic CAH	17/02/2017	03/03/2017	20/03/2017	To Esther Gishkori for approval 10.05.17	VK
		SEC	3 South	28/02/2017	14/03/2017	28/03/2017	To Esther Gishkori for signature 09.05.17	DC
		MUC	Emergency Department	07/03/2017	21/03/2017	04/04/2017	To Anne McVey for approval 05.04.17	DC
		SEC	Day Procedure Unit	08/03/2017	22/03/2017	05/04/2017	To Ronan Carroll for approval	VK
		MWH	Delivery Suite, CAH	10/03/2017	27/03/2017	10/04/2017	To Esther Gishkori for approval 09.05.17.	VK
		MWH	1 East	21/03/2017	04/04/2017	18/04/2017	Awaiting response from Dr Graham	VK
		MUC	ED/AMU/1 North Cardiology	23/03/2017	06/04/2017	24/04/2017	Notes missing. Kay Carroll drafting response.	DC
		MWH	1 East	27/03/2017	10/04/2017	24/04/2017	Awaiting response from Dr McCormick and V Webb	VK
		MUC	1 South	28/04/2017	11/04/2017	27/04/2017	To Anne McVey for approval 28.04.17.	DC
		MUC	ED/2North Respiratory	28/03/2017	11/04/2017	27/04/2017	Awaiting response from Sr Cullen.	DC
		SEC	Breast Care / Breast Surgery	29/03/2017	12/04/2017	28/04/2017	Awaiting response from Amie Nelson, Sharon Glenney and Margaret Holland. ??	VK
		MWH	2 West	03/04/2017	19/04/2017	04/05/2017	To Heather Trouton for approval 08/05/17	VK
		MWH	Antenatal Clinic	03/04/2017	19/04/2017	04/05/2017	Awaiting response from Dr Hogan.	VK
		MWH	AAU/MLU	03/04/2017	19/04/2017	04/05/2017	Response being redrafted by HOS	VK
		MWH	Delivery suite/ICU/2 West	03/04/2017	19/04/2017	04/05/2017	Response being drafted by HOS and Clinical lead.	VK
		CCS	Breast Screening	04/04/2017	20/04/2017	04/05/2017	To Esther Gishkori for signature 05/05/2017	VK
		MUC	ED	04/04/2017	20/04/2017	05/05/2017	To Anne McVey for approval 09.05.17	DC
		SEC	Breast Clinic	05/04/2017	21/04/2017	08/05/2017	Awaiting response from Amie Nelson.	VK
		MUC	Cardiology Clinic	05/04/2017	21/04/2017	08/05/2017	To Anne McVey for approval 09.05.17	DC
		MWH	2 West	06/04/2017	24/04/2017	09/05/2017	To Heather Trouton for approval 08.05.17	VK
		MWH	Del Suite, CAH	10/04/2017	26/04/2017	11/05/2017	Awaiting response from Wendy Clarke and Dr McCracken.	VK
		MUC	Diabetic Clinic	10/04/2017	26/04/2017	11/05/2017	To Anne McVey for approval 21.4.17	DC
		MUC	ED	10/04/2017	26/04/2017	11/05/2017	To Anne McVey for approval 09.05.17	DC
		FSS	Booking Centre	11/04/2017	27/04/2017	12/05/2017	Awaiting response from Wendy Clayton.	VK
		CCS	ICU	12/04/2017	28/04/2017	15/05/2017	Awaiting response from Chris Clarke.	DC
		MWH	MLU	11/04/2017	27/04/2017	12/05/2017	To Heather Trouton for approval 8/5/17	VK
		MWH	MLU	11/04/2017	27/04/2017	12/05/2017	To Heather Trouton for approval 8/5/17	VK
		MWH	MLU	11/04/2017	27/04/2017	12/05/2017	To Heather Trouton for approval 8/5/17	VK
		MUC	ED	12/04/2017	28/04/2017	15/05/2017	Awaiting response from Dr E McCormick.	DC
		MUC/SEC	1 South/ Trauma Ward	13/04/2017	02/05/2017	16/05/2017	Awaiting response from B Kelly and C McIlroy.	DC
		SEC	3 South	13/04/2017	02/05/2017	16/05/2017	Awaiting response from M Corrigan.	DC
		SEC	Trauma Ward	14/04/2017	03/05/2017	17/05/2017	Awaiting response from A Nelson and B Kelly.	DC
		MWH	2 West	19/04/2017	04/05/2017	18/05/2017	To Heather Trouton for approval 8/5/17.	VK
		SEC	4 South	19/04/2017	04/05/2017	18/05/2017	Awaiting response from T McGuigan.	DC
		MUC	ED	19/04/2017	04/05/2017	18/05/2017	Awaiting response from S Holmes.	DC
		CCS/MUC	X-ray & ED	19/04/2017	04/05/2017	18/05/2017	Awaiting response from J Robinson and Dr E McCormick.	DC
		MUC/SEC	ED/4North	20/04/2017	05/05/2017	19/05/2017	To Anne McVey for approval 09.05.17	DC
		MWH	2 West	20/04/2017	05/05/2017	19/05/2017	Dr McCormick awaiting notes to be returned from Dr McKeown following apt	VK
		CCS	X-ray Dept (Radiology)	20/04/2017	05/05/2017	19/05/2017	Awaiting response from J Robinson.	DC
		SEC	4 North	21/04/2017	08/05/2017	22/05/2017	To Anne McVey 8.5.17	DC
		MUC	General Medical Clinic	21/04/2017	08/05/2017	22/05/2017	To Anne McVey for approval 09.05.17	DC
		MWH	MLU	21/01/2017	08/05/2017	22/05/2017	To Heather Trouton for approval 8/5/17	VK
		MWH	MLU	21/04/2017	08/05/2017	22/05/2017	To Heather Trouton for approval 8/5/17	VK
		MWH	Gynae OPD	24/04/2017	09/05/2017	23/05/2017	Awaiting response from Dr Finnegan	VK
		CCS	Breast Clinic /Oncology	25/04/2017	10/05/2017	24/05/2017	Awaiting response from Fiona Reddick	VK
		CCS	X-ray Dept (Radiology)	25/04/2017	10/05/2017	24/05/2017	Awaiting response from J Robinson	VK
		MUC	1 South	25/04/2017	10/05/2017	24/05/2017	Awaiting response from Dr McNeilly CN Gilpin and S Burns.	DC
		MWH	MLU	25/04/2017	10/05/2017	24/05/2017	To Esther Gishkori for approval 10/5/17	VK

Ref	Record name	Div	Loc (Exact)	Date Received	Investigation due	Reply due	Current Stage	Handler
Personal Information redacted by the USI		FSS	3 North	25/04/2017	10/05/2017	24/05/2017	Awaiting response from B Cullen	VK
		MUC	ED	26/04/2017	11/05/2017	25/05/2017	Under Investigation	DC
		IMWH / CYP	MLU	26/04/2017	11/05/2017	25/05/2017	Dr Hogan drafting response	VK
		FSS	Car Park	28/04/2017	15/05/2017	30/05/2017	Under Investigation	VK
		SEC	ENT Clinic	02/05/2017	16/05/2017	31/05/2017	Under Investigation	DC
		SEC	Ophthalmology Clinic	02/05/2017	16/05/2017	31/05/2017	Under Investigation	DC
		SEC	Fracture Clinic	02/05/2017	16/05/2017	31/05/2017	Under Investigation	DC
		CCS	MRI Unit	02/05/2017	16/05/2017	31/05/2017	Under Investigation	VK
		SEC	Female Surgical	03/05/2017	17/05/2017	01/06/2017	Under Investigation	DC
		MUC	2North Winter Pressures/1South	03/05/2017	17/05/2017	01/06/2017	Under Investigation	DC
		IMWH	MLU	03/05/2017	17/05/2017	01/06/2017	To Esther Gishkori for approval 10/5/17	VK
		SEC	Scheduling Team	03/05/2017	17/05/2017	01/06/2017	To Esther Gishkori for signature 09.05.17	DC
		MUC	ED	03/05/2017	17/05/2017	01/06/2017	Under Investigation	DC
		MUC	ED	03/05/2017	17/05/2017	01/06/2017	Under Investigation	DC
		FSS	Car Park	03/05/2017	17/05/2017	01/06/2017	Under Investigation	VK
		CCS	Radiology - Ultrasound	03/05/2017	17/05/2017	01/06/2017	Under Investigation	VK
		SEC	Orthodontics	04/05/2017	18/05/2017	02/06/2017	Under Investigation	DC
		MUC	ED	05/05/2017	19/05/2017	05/06/2017	Under Investigation	DC

Trust Ref	NIPSO Ref	Patient	Div	Date Trust Received	Date Acute Received	Date Due Ombudsman	Progress	Head of Service	Handler
Personal Information redacted by the USI			MUC	06.02.17	10.02.17	28.06.17	Action Plan being populated.	Kay Carroll	David Cardwell
			MUC	04.04.17	06.04.17	28.04.17	Apology issued.	Kay Carroll	David Cardwell
			MUC	30.03.17	03.04.17	06.04.17	Response issued 11.04.17	Louise Devlin	David Cardwell
			MUC	08.03.17	09.03.17		Closed Case - Trust to consider making payment of Personal Information	Kay Carroll	David Cardwell
			MUC	14.02.17	16.02.17		Closed Case - Trust to consider making payment of Personal Information	Louise Devlin	David Cardwell
			MUC	28.02.17	01.03.17		Closed Case - Trust to consider making payment of Personal Information	Mary Burke	David Cardwell
			MUC	14.02.17	14.02.17	ASAP	Response to Ombudsman 24 April 2017	A McVey	Vivienne Kerr
			MUC	14.02.17	14.02.17	ASAP	11.04.17 Reminder to Trudy regarding response to Ombudsman re Chaperone policy		Vivienne Kerr
			SEC	11.04.17	24.04.17	N/A	Investigation Report being drafted by Ombudsman	Amie Nelson	Vivienne Kerr
			FSS/MUC	22.03.17	22/1/17		No further correspondence from Ombuds following Trust response	Anne McVey	Vivienne Kerr
			MUC/SEC	23.03.17	28.03.17	13.04.17	Response to Ombudsman 13 April 2017. Copy of correspondence to Dr McConaghy for information	Anne McVey and Ronan Carroll	Vivienne Kerr
			MUC/CCS	23.03.17			Response to Ombudsman 12 April 2017	Heather Trouton Anne McVey	Vivienne Kerr
			IMWH	10.04.17			Awaiting P McStay update for Action Plan. Holding to Ombuds 11.4.17. Trust to consider making payment of Personal Information	Heather Trouton	Vivienne Kerr

DIRECTORATE OF ACUTE SERVICES
Weekly Report on Re-Opened Complaints - 24 April 2017

Ref	Record name	Div	Loc (Exact)	Re-Opened	Response due	Current Stage	Handler
Personal Information redacted by the USI		CCS	X-Ray Dept	22/02/2017		Awaiting further advice from complainant	VK
		MUC	ED	10/04/2017	03/05/2017	Awaiting response from Sr Holmes and Mary Burke	DC
		MUC	1 North			Awaiting confirmation of reimbursement from Director of Finance	DC
		MUC	ED/AMU	08/02/2017		Awaiting response from Dr Forbes and Dr Murray	DC
		MUC	ED	24/03/2017		Awaiting further correspondence from Complainant	DC
		MUC	ED	19/04/2017		Awaiting response from G Hampton, R McKeown, B Kelly and M Burke	DC
		FSS	Reception	27/02/2017		Awaiting advice from Trudy	VK

Acute Services Lead Nurse, Midwife, AHP & Radiographer Standards & Guidelines Forum

Terms of Reference

1.0 Introduction

Clinical standards and guidelines come from a variety of professional bodies, both locally and nationally and are received by a number of regional agencies for endorsement, dissemination and implementation within the HSC. Such regional agencies include the HSC Board, Public Health Agency (PHA) and Safety & Quality Unit at the DHSSPS. Each HSC Trust is accountable and responsible for ensuring that these clinical standards and guidelines are effectively managed so that the required recommendations are embedded within local health and social care practice.

In recent years the volume of standards and guidelines has become increasingly challenging for providers and commissioners to manage within existing risk management and clinical governance arrangements. As a consequence regional processes for disseminating, implementing and assuring these standards and guidelines have been formalised and agreed ^{1, 2}

In January 2017 an Acute Services Clinical Standards and Guidelines forum was established and is chaired by the Director of Acute Services. The primary objective of this forum is to ensure the appropriate governance structures, systems and processes are in place for the management of standards and guidelines. The Terms of Reference and process maps to support the work of this forum are outlined in *Appendix 1 & 2*.

In order to further strengthen these accountability arrangements the Acute Services Lead Nurse, Midwife, AHP and Radiographer S&G forum has been established. This forum will ensure the requirements outlined within the newly issued S&G circulars are embedded within local practice and staff members who are working at the front line are fully informed of new standards and guidelines relevant to their work area and the impact this has on their clinical practice. Each member of this forum has an important role to play and must be fully committed to the improvement work that will be generated by these processes. This will promote safe, effective and quality led patient care within the Acute Services Directorate.

2.0 Key Performance Indicators

- 2.1 The forum will meet as a minimum on a bimonthly basis.
- 2.2 When the forum is identified as the clinical change lead, there must be effective and time bound processes in place to ensure that all regionally endorsed clinical standards and guidelines are implemented within the specified time scales and there are evidence based assurances in place to

**Acute Services Lead Nurse, Midwife, AHP & Radiographer
Standards & Guidelines Forum**

confirm that this is the case.

- 2.3 The process of implementing the required standards and guidelines will be dependent on the following:
- a. Collaborative discussions by all of the group members who will be responsible for reviewing the issued standards and guidelines seeking expert opinion from within their own areas of responsibility;
 - b. Cognisance of organisational intelligence that has been identified by other governance and risk management processes (i.e. lessons learned from complaints / serious adverse incidents / litigation);
 - c. Cognisance of the challenging timescales that are being externally driven by regional bodies such as the Safety & Quality Unit at the DHSSPSNI, HSC Board, Public Health Agency etc.
- 2.4 The forum will ensure that there is good record keeping processes in place to provide written assurances that processes are embedded within the organisation and appropriate action is being taken. A standardised action plan proforma / baseline assessment tool has been developed and should be used to ensure consistency in documentation standards.
- 2.5 The forum will ensure that there are effective escalation processes in place should concerns be raised about the Directorate's ability to achieve full compliance.
- If the forum identifies that there has been a lack of progress or there are external barriers or risk issues that impede full implementation of the clinical standard / guideline these will be presented to the Acute Services Standards and Guidelines forum for discussion and appropriate risk management.
- 2.6 The forum will support the on-going monitoring of all those clinical standards and guidelines where full compliance has not yet been met. This is to ensure that progress is monitored on an on-going basis and that appropriate action is undertaken within the specified timescales within the action plans.
- 2.7 This forum will support the Directorate to identify and undertake audit priorities relating to standards and guidelines, thereby supporting the compliance statements within the baseline assessment / action plan proformas.

Acute Services Lead Nurse, Midwife, AHP & Radiographer Standards & Guidelines Forum

3.0 Group Constitution:

The Acute Services Lead Nurse, Midwife, AHP & Radiographer Standards & Guidelines Forum will be composed of the following members:

- Governance Co-ordinator - Acute Services (*chairperson*)
- Head of Cancer Services
- Head of AHP Services (Acute)
- Lead Nurse – MUSC (both sites)
- Lead Nurse – SEC (both sites)
- Lead Nurse – ATICS
- Lead Midwife – IMWH
- Radiology Quality Coordinator
- Medicines Governance Pharmacist
- Standards & Guidelines Manager - Acute Services
- Governance Officer – Acute Services

The membership the review group will be chaired by the Acute Services Governance co-ordinator. Invitations may be extended to other Directorate members of staff or outside agencies if deemed appropriate by the group members and will be facilitated by the chairperson.

4.0 Responsibilities of Group Members

In preparation for the meeting each member will be responsible for reviewing the issued standards and guidelines and seeking expert opinion from within their own areas of responsibility and for representing this view as appropriate.

5.0 Quorum & Meeting Frequency

- A meeting will be quorate if five members are present.
- The committee will meet on a minimum monthly basis
- Telelink provision will be provided to ensure meetings can be held to facilitate cross site working

6.0 Review of the Terms of Reference

The terms of reference will be reviewed on an annual basis or earlier if required.

Stinson, Emma M

From: Reid, Trudy [Personal Information redacted by the USI]
Sent: 12 February 2018 12:16
To: Wright, Richard
Subject: urology SAI

Dear Dr Wright in relation to the urology SAI I have two queries, perhaps we could discuss tomorrow after the sepsis meeting

1. Mr Haynes has identified another patient who could be included in the SAI – patient was not triaged, he was not part of the look back as he attended his appointment just as the look back was in progress, however has subsequently been diagnosed with a tumour. Dr Johnston is willing to include this patient in the SAI if you have no objection
2. Dr Johnston has completed a number of interviews and would like to interview the consultant involved, I wonder should the letter inviting him to interview come from your office?

Regards,

Trudy

Trudy Reid
Acute Clinical & Social Care Governance Coordinator
Craigavon Area Hospital
SHSCT
Mobile [Personal Information redacted by the USI]

Stinson, Emma M

From: Reid, Trudy [Personal Information redacted by the USI]
Sent: 15 June 2016 15:52
To: Carroll, Ronan; McVey, Anne; Trouton, Heather; Boyce, Tracey; Conway, Barry
Subject: Action plan template
Attachments: Actio plan SAI template.docx

Dear all as promised please see updated action plan template

Regards,

Trudy

Trudy Reid
Acute Clinical & Social Care Governance Coordinator
Craigavon Area Hospital
SHSCT
Mobile [Personal Information redacted by the USI]

SAI Quality Improvement Action Plan SAI IDxxxxx

Reference number	Recommendations	Designated responsible person	Action required	Date for completion/ timescale	Date recommendation completed with evidence
1					
2					
3					
4					
5					

Stinson, Emma M

From: Reid, Trudy [Personal Information redacted by the USI]
Sent: 29 October 2018 15:03
To: Gishkori, Esther; McVey, Anne; Carroll, Ronan; Conway, Barry; Carroll, Anita
Cc: Cardwell, David; Kerr, Vivienne
Subject: Risk Register
Attachments: . Corporate Risk Register to Governance Committee.pdf; Acute Directorate RR Sep18.xlsx

Importance: High

Dear all David, Vivienne and I are working on improving our risk register format.

To allow us to progress will you please review the current Directorate Risk Register, each risk requires a Risk owner, I also note duplication on with the Corporate Risk Register attached.
Risks should not be on both Risk Registers, could you please let me know which you feel they should sit on and we will amend.

I also note that many Risks have not been updated in some time, as a live document, managing our risk these should be reviewed regularly and control measures implemented and measures update to show the impact.

Happy to discuss

Regards,

Trudy

Trudy Reid
Acute Clinical and Social Care Governance Coordinator
Administration Floor
Craigavon Area Hospital
68 Lurgan Road
Portadown
BT63 5QQ
Telephone [Personal Information redacted by the USI]
Mobile [Personal Information redacted by the USI]



CORPORATE RISK REGISTER

to Governance Committee on 6.9.2018

INTRODUCTION

The SH&SCT Corporate Risk Register identifies corporate risks, all of which have been assessed using the HSC grading matrix, in line with Departmental guidance. This ensures a consistent and uniform approach is taken in categorizing risk in terms of their level of priority so that proportionate action can be taken at the appropriate level in the organization. The process for escalating and de-escalating risk at Team, Divisional and Directorate level, is set out in the Trust's Risk Management Strategy.

Each risk on the Register has been linked to the relevant Corporate Objectives contained within the Trust's Corporate Plan 2017/18 – 2020/21 as detailed below:-

Corporate Objectives

- 1: Promoting safe, high quality care.
- 2: Supporting people to live long, healthy active lives
3. Improving our services
4. Making the best use of our resources
5. Being a great place to work – supporting, developing and valuing our staff
6. Working in partnership

Risk scoring is based on likelihood and impact as summarized in the Risk Assessment Matrix below.

Risk Likelihood Scoring Table					
Likelihood Scoring Descriptors	Score	Frequency (How often might it/does it happen?)		Time framed Descriptions of Frequency	
Almost certain	5	Will undoubtedly happen/recur on a frequent basis		Expected to occur at least daily	
Likely	4	Will probably happen/recur, but it is not a persisting issue/circumstances		Expected to occur at least weekly	
Possible	3	Might happen or recur occasionally		Expected to occur at least monthly	
Unlikely	2	Do not expect it to happen/recur but it may do so		Expected to occur at least annually	
Rare	1	This will probably never happen/recur		Not expected to occur for years	

Likelihood Scoring Descriptors	Impact (Consequence) Levels				
	Insignificant(1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Almost Certain (5)	Medium	Medium	High	Extreme	Extreme
Likely (4)	Low	Medium	Medium	High	Extreme
Possible (3)	Low	Low	Medium	High	Extreme
Unlikely (2)	Low	Low	Medium	High	High
Rare (1)	Low	Low	Medium	High	High

OVERVIEW OF CORPORATE RISK REVIEW AS AT AUGUST 2018

LOW	MEDIUM	HIGH	EXTREME	TOTAL
0	3	7	0	10

Following the Trust Board Workshop on 26th April 2018, when a deep dive into 2 risks was undertaken, the Chief Executive, along with the Senior Management Team, undertook a substantive review of the Corporate Risk Register during July and August 2018. This work has been completed and resulted in the following key changes:-

Number of new risks identified by SMT for escalation to Corporate Risk Register	2 Risk 7 - Deterioration of exposed concrete on building exterior, Daisy Hill Hospital. Risk 8 – Loss of electrical power to main hospital block, Craigavon Area Hospital
Risks removed from the Register	5 • GP Out of Hours • Safeguarding of residents from risk of potential financial abuse • Shortage of ED Consultants, Daisy Hill Hospital • Telecommunications infrastructure These risks will be managed at Directorate Risk Register level

	Registered Nursing and social care staff shortages in mental health and disability services. The Nursing element of this risk has been merged with the nursing workforce risk. Potential risk area of social work and social care staff shortages Trust wide to be further explored.
Merged risks	1 Lack of Data Processing Contract with BSO merged with Shared Services risk
Number of risks where overall rating has been reduced	0
Number of risks where overall rating has been increased	1 Risk 3 – Medical Workforce shortages and vacancies from medium to high risk

SUMMARY OF CORPORATE RISKS AS AT AUGUST 2018

Risk No.	Risk Area/Description	Corporate Objective	Risk Rating	Page	Movement from last review
1	BSO Shared Services • Payroll/Travel • Recruitment • Lack of Data Processing Contract	1&4	MEDIUM	7	Unchanged
2	Cyber Security	1	HIGH	13	Unchanged
3	Medical Workforce shortages and vacancies	1	HIGH	19	Increased
4	Registered Nursing Workforce Shortages	1	HIGH	21	Unchanged
5	HCAI	1	HIGH	24	Unchanged
6	Deterioration of exposed concrete on building exterior, Daisy Hill Hospital	1	HIGH	26	New risk
7	Loss of electrical power to main hospital block, Craigavon Area Hospital	1	HIGH	27	New risk
8	Compliance with procurement and contract management guidance	1&4	MEDIUM	29	Unchanged
9	Breach of statutory duty of break-even in-year Destabilisation of services due to the inability to secure recurrent funding and over reliance on non-recurrent support.	4	MEDIUM	33	Unchanged
10	Clinical risk associated with inability to manage patient care within clinically indicated timescales	1	HIGH	35	Unchanged

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES

Likelihood: Possible (3)
Impact: Moderate (3)
Total Score: 9
Risk Rating: MEDIUM
Previous Score: 9

RISK OWNER: Director of Finance & Procurement

DATE RISK ADDED: August 2016

Reworded: July 2018

TIMESCALE FOR REVIEW OF CONTROLS: Monthly

Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
1	Shared Services Centre:- Payroll & Travel The risk that staff pay and travel reimbursements are inaccurate due to the control environment of the Business Services Organisation (BSO). This has the potential for financial hardship for staff, negative media attention and reputational damage for the Trust.	1. A range of KPIs have been agreed with BSO for each Trust which identifies where there has been improvement or deterioration and triggers appropriate action 2. The Trust has a process of reimbursing staff as quickly as possible once an underpayment is identified as quickly as is feasible 3. Once an overpayment has been identified, BSO enact the overpayments policy 4. Annual Internal Audits	Assistant Director of Finance Assistant Director of Finance Assistant Director of Finance Assistant Director of Finance	1. Monthly KPIs 2. Payroll data 3. Schedule of Overpayments and Recovery Plan 4. Internal Audit reports and action plans

		5. Regional audit of BSO Payroll Shared Services, currently twice a year	Assistant Director of Finance and Internal Audit	5. Audit reports and action plans
		6. Trust wide communication to all managers to remind all in respect of timely completion of paperwork	Assistant Director of Finance	6. Global communications
		7. Trust active participation in a number of regional groups to provide guidance, assistance and challenge to achieve necessary improvements	Finance Directorate	7. Minutes of meetings
Additional actions and timescales				
1. Progress updates provided to Audit Committee and from October 2018 onwards, BSO have been asked to provide a written report in advance of each Audit Committee. 2. Ongoing review of Internal Audit recommendations. For those that are the responsibility of the Trust, they will be picked up and reported on at the IA Forum initially before going to Audit Committee. 3. Ongoing attendance at Customer Forums and Business as Usual meetings. 4. Ongoing attendance of Director of Finance at Customer Assurance Board which has been established to oversee 3 new payroll workstreams in an attempt to address the issues.				

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES				
Likelihood: Likely (4) Impact: Moderate (3) Total Score: 12 Risk Rating: MEDIUM Previous Score:12		RISK OWNER: Director of Human Resources and Organisational Development		
		DATE RISK ADDED: August 2016 Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
1	Shared Services Centre - Recruitment and Selection The delays in recruitment and selection pose a risk to service continuity for front line services	1. Implementation of an action plan to address a range of local resourcing issues over the next 12 months. 2. Use of Bank and Agency for short/medium term interim cover, where possible and subject to appropriate approvals. 3. Internal Audit reviews of RSSC and Trust Recruitment & Selection. 4. Trust participation at Head of Service / Assistant Director level in regional Strategic Resourcing Innovation Forum (SRIF), with 4 workstreams (Attraction and Retention; Performance Improvement; Selection; and	Acting Head of Resourcing	1. Resourcing Operational Plan 2. Monthly Bank Block Booking and Agency reports 3. Internal Audit assurance reports 4. SRIF annual work plans and dashboard

		Systems) each with a 12-month workplan to deliver and report to HR Directors. 5. Bi-monthly customer forum and monthly operational review meetings with RSSC to escalate issues requiring to be addressed. 6. Establishment of an Operational Group within SRIF to meet monthly and develop/implement key service improvements. 7. Monthly KPI data shared with the Trust which identifies where there has been improvement or deterioration and triggers appropriate action. Trust management information reports issued to Directorates in relation to vacant posts. 8. Trust wide communications in relation to managers' roles and responsibilities for recruitment and selection, as well as associated Key Performance Indicators. 9. Alignment of Resourcing Team Leaders to support Directorates taking action to minimise any delays in the recruitment process in conjunction with RSSC		5. Minutes of Customer Forum 6. Minutes of Operational SRIF Group 7. Monthly RSSC Performance Reports and Directorate vacancy reports 8. Global communications to Trust managers, process documents and user guides
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		10. Development and introduction of new approach to reduce pre-employment checks for internal (Trust) appointments from October 2017 now implemented across the HSC from March 2018.		
Additional actions and timescales				
1. Proposals developed by Strategic Resourcing Innovation Forum (SRIF) Operational Group for how pre-employment checks can be streamlined for appointees moving within the HSC. Comments to be submitted by 31.7.2018. 2. Review and implementation of all outstanding elements of Internal Audit recommendations by 31st August 2018. 3. Significant piece of work to be undertaken in conjunction with service directorates to further streamline corporate waiting lists and Trust approach to maintaining these – to be commenced by 31st August 2018 4. Further improvements to the depth and quality of management information produced from the E-Recruitment system – timescale dependent on progression of a 'Change Request' by the BSO Business Services Team, but likely to be by 30th September 2018. 5. Collation of regular feedback from key stakeholders via bespoke software, throughout 2018/19, to ensure their continued engagement and involvement in the process of design and implementation of solutions.				

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES				
Likelihood: Likely (4) Impact: Moderate (3) Total Score: 12 Risk Rating: MEDIUM Previous Score:12		RISK OWNER: Director of Performance and Reform		
		DATE RISK ADDED: August 2016 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
1	Shared Services Centre - Absence of a MoU or Agreement between the Trust (as the data controller) and the BSO (as the data processor) in relation to the processing of personal data of staff, patients and clients. This would have an impact if there were a data breach or dispute as there are no clear roles and responsibilities outlined by the Trust and BSO. The new DPA 2018 and Article 28 of GDPR places a clear responsibility on the Data Processor and this needs to be clearly documented and agreed by all parties. ICO guidance clearly states that there should be a contract in place between the Data Controller and Data Processor	1. Both organisations adhere to the Data Protection Act 2018 and the ICT security framework. 2. This issue is on the e-health agenda for awareness and also on the SIRO regional meeting agenda. 3. BSO has provided a letter of assurance outlining the controls they have in place, but no signed agreement between the two organisations which needs to be progressed by the task and finish group.	Regional IGAG group chaired by the Department of Health SIRO regional forum and E-Health Programme Board	1. Data Controller/Data Processor Task and Finish Group chaired by the Director of Human Resources in the BSO with Trust representatives
Additional actions and timescales				
1. Agenda item for the Strategic Information Group which will include Information Governance issues. Trust is represented on this group. To be in place by January 2019.				

LINK TO CORPORATE OBJECTIVE - PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4) Impact: Major (4) Total Score: 16 Risk Rating: HIGH Previous score: 16 The National Cyber Security Centre (NCSC) has indicated that Cyber attack is very likely to affect the UK and is a high level National Risk		RISK OWNER: Performance and Reform Directorate (Cybersecurity Lead) While this risk will be led by P&R from a cybersecurity assurance perspective, this risk is a corporate risk requiring ownership by Directorates as follows: • Performance & Reform Directorate (in relation to assurance of 'technical' ICT DEFEND & RECOVER / back up processes) • Medical Directorate (in relation to lead role in assuring effective Emergency Planning) • Operational Directorates (in relation to assurance of effective Business Continuity Plans to RESPOND to potential incidents)		
		DATE RISK ADDED: July 2017 Reworded: June 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
2	The key risk emanating from a cyberattack is potential for significant business disruption. Information security across the HSC is of critical importance to delivery of care, protection of information assets and many related business processes. If a Cyber incident should occur, HSC information, systems and infrastructure may become unreliable, not accessible (temporarily or permanently), or compromised by unauthorised 3rd parties, including criminals.	1.REGIONAL: In the context of Northern Ireland, with a single Health and Social Care structure, and also a single HSCNI network, with Regional diagnostic services and NIECR, the impact in Northern Ireland of a cyber attack affecting the Network or Regional Data Centres has been assessed as potentially a National Civil Contingency (NCSC). Therefore, critical to managing risk at local level is the work progressed at regional level to mitigate risk through the <u>Cybersecurity Programme Board</u> and the extant policy and processes for <u>Regional Emergency Planning</u> led by the Chief Medical Officer.	1. Regional Cyber Security Programme Board (Trust Rep: Director P&R) established 2nd May 2018. 2. Regional Cyber Security Officers Forum established in June 2018	Minutes of meetings Minutes of meetings

	This could result in unparalleled HSC-wide disruption of services due to the lack of/unavailability of systems that facilitate HSC services (e.g. appointments, admissions to hospital, ED attendances or diagnostic services such as Labs or NIPACs) or data contained within. This could lead to a range of impacts or core service areas for example: • Service disruption impacting on operational service delivery including waiting times, delayed urgent clinical interventions, suboptimal clinical outcomes etc. • Risks in the ability to deliver safe care in the community, for example, accessing electronic records for the c. 5,000 clients in receipt of domiciliary care. • Potential for unauthorised access to Trust systems or information (including clinical/medical systems), theft of information or finances, breach of statutory obligations. • This could potentially bring liabilities for the Trust including potential fines and reputational damage.	2. LOCAL - TRUST LEVEL CONTROLS: If information systems are not available, the Trust needs to consider contingencies to accessing information on patients, clients, care packages in the community etc Current controls to DEFEND, RESPOND and RECOVER are as outlined below.	Cyber Security Task and Finish Group (I) (To be established)	
Additional actions and timescales Plan Regional "faux" cyber security exercises to test user behaviours, service continuity / disaster recovery plans September 2018.				

There are three aspects to the management of this risk within the Trust, as outlined below.				
		Key Current Controls	Who monitors the control?	How is it evidenced?
	1. DEFEND: To maximise the Trust's technical defences to minimise the risk of a cyber attack;	1. <u>Technical Infrastructure</u> • HSC security hardware (e.g. firewalls) • HSC security software (threat detection, antivirus, email & web filtering) • Server / Client 'Patching' regime • 3rd party Secure Remote Access • Data & System Backups 2. <u>Policy, Process</u> • Regional and Local ICT/Information Security and Incident Management Reporting Policies and Procedures • Data Protection Policy • Change Control Processes • User Account Management processes • Disaster Recovery Plans • Awareness raising • Resources – 2017/18 -SMT agreed financial resources to support additional capacity into ICT defence including: 2 wte Band 6 and 1 wte Band 7 to support progress of Priority 1 actions from IA and Foursys report.	Head of IT Quarterly Reporting to Governance Committee	IT Self-Assessment against NCSC10 Steps (I) IT Audit (I) Technical Risk Assessments, or Penetration Tests (E) FourSys (Network Security Expert) Report May 2017 (E) Awareness sessions held in August and September 2017, as well as a cyber assimilated event in January 2018. Action plan to be followed up by Cyber Task and Finish Group. Phishing Exercise undertaken and findings reported to SMT Global emails, 'SIRO says' campaign highlighted in desktop messages and Southern-I to raise awareness

Additional actions planned and timescale

The following recommendations have not yet been addressed to maximise technical defences:

Priority 2:

Patch Management
Vulnerability Scanning
Managing User Privileges
Incident Management
Monitoring

Priority 3:

Secure Messaging
Education and Awareness

CRL required in 2018/19 to address Priority 2 weaknesses **by 31st March 2019**

Interviews for 3 additional staff for patching and monitoring of software logs scheduled **for July 2018**

SMT to consider proposal to make cyber training mandatory for all staff **August 2018**

		Key Current Controls	Who monitors the control?	How is it evidenced?
	2.RESPOND: Services to consider how they would deliver safe and effective care in the event of diagnostics, appointment and client information being unavailable and plan for this;	1. Policy, Process – Operational Services • Emergency Planning & Service/Business Continuity Plans • Corporate Risk Management Framework, Processes & Monitoring • Regional & Local Incident Management & Reporting Policies & Procedures <u>2, User Behaviours - influenced through:</u> • Induction Policy • Mandatory Training Policies, particularly Information Governance • HR Disciplinary Policy • Professionals Academic training includes DPA • Contract of Employment • 3rd party Contracts / Data Access Agreements • Communication and Awareness	Cyber Security Task and Finish Group (I) (To be established) Human Resources and Organisational Development, Education, Learning and Development/Line Managers Assistant Director Informatics	
Additional Actions planned and timescale Business Continuity Plans need to be updated by all services to plan for a cyber attack. A Cyber Task and Finish Group will be established, led jointly by the SIRO and Medical Director to ensure that this is progressed. This will also help raise awareness. TOR to be approved for Cyber Task and Finish Group – June 2018				

		Key Current Controls	Who monitors the control?	How is it evidenced?
	3. RECOVER: To test and improve 'Back up and Recovery' of critical information systems in the Trust and BSO to be assured that in the event of a cyber attack, data can be recovered by IT as quickly as possible to minimise impact on services.	There are 3 levels of restore available PC Level; Application and Server. PC restore is fully tested; Application level and Server restore require agreement to bring down specific systems which has not yet been performed in the Trust. However there have been system upgrades and outages that have required the IT team to restore. Therefore there is some level of intelligence for a range of applications and servers.	IT Controls Assurance Board (CAB) meets weekly	Minutes and full audit trail from LanDesk.
Additional Actions Planned and Timescale				
Some Applications and Servers require Full Restore Testing. Task & Finish Group to agree applications to be tested and a schedule of downtime - October 2018.				

CORPORATE OBJECTIVE: PROMOTING SAFE, HIGH QUALITY CARE				
		RISK OWNER: Director of HROD and Medical Director		
		DATE RISK ADDED: July 2015 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Four weekly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
3	Risk to Patient safety due to medical workforce shortages and vacancies within some specialties including: • Emergency Medicine • Radiology • General Medicine • Acute Medicine • Paediatrics • Intensivists • Trainee doctors	1. Monitoring of vacancy position through Medical Staffing and Directorates 2. Analysis and improvement of recruitment and advertising strategies 3. Locum agencies to fill gaps 4. Collaborative working with other Trusts, when required 5. Independent Sector 6. Greater use of alternative roles through advanced practitioners – nursing and AHPs 7. International recruitment 8. Escalation of pressures to HSCB and DOH 9. Adverts now include a sentence asking for expression of interest from doctors who would wish to apply for Consultant posts, but are not yet eligible. A formal log is being kept.	Director of HROD Medical Director	1,2,3,7 Papers to SMT

		10. Trust is currently involved in training of Physician Associate Students, and have appointed first qualified PA 11. Regional support from existing ED Consultants to fill gaps on rota. Escalation arrangement at Chief Executive level where necessary		
Additional Actions Planned and Timescale				
1. NIMDTA Trainee allocation gaps paper presented to SMT on 15th August 2018 by Head of Medical Staffing with action plan agreed. 2. Ongoing efforts to increase capacity of internal banks/ locums to reduce reliance on expensive agency locums. Update on ED Clinical Fellows presented to SMT on 15th August 2018. 3. Summary of medical recruitment at consultant and SAS doctor level over last 12 months, and current vacancies and long term locum usage to be presented to SMT on 5th September 2018. 4. HRDs and Medical Directors met on 10th August to discuss medical workforce issues relating to payment rates, and standardising across HSC. Awaiting Departmental guidance on formality of this approach. 5. Transformation Implementation Group (TIG) process for medical recruitment in place to seek to avoid further destabilisation of Trust services through greater collaboration – this was discussed at recent HRD & Medical director's forum. Awaiting Departmental guidance on formality of this approach. 6. A draft Job planning review paper with recommendations has been presented to SMT by Medical Director. Final paper to be presented at SMT by end of August 2018. This would have the potential to make the Southern Trust more attractive for recruitment & retention of medical staff. 7. A meeting is being sought with NIMDTA by Medical Director Office to identify solutions to the critical shortfall in Junior Trainee Doctors since 1st August 2018. 8. Expansion of Clinical Co-ordinators in the out-of-hours period to improve the trainee experience of FY1s				

CORPORATE OBJECTIVE: PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Almost Certain (5) Impact: Moderate (3) Total Score: 15 Risk Rating: HIGH Previous Score:15		RISK OWNER: Interim Director of Nursing , Midwifery and AHP's		
		DATE RISK ADDED: April 2015 Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
4	There is a risk to the consistent provision of high quality nursing care due to a shortage of Registered Nurses and Midwives across all Directorates within the Trust.	1. Escalation processes are in place within each Directorate to respond operationally to immediate Registered Nurse shortages. 2. Use of bank and agency to support required staffing levels. 3. Open registration to Nurse Bank 4. International recruitment campaigns with international recruits commencing employment within the Trust. 5. Open advertisement for Band 5 Registered Nurses with interviews taking place on a 2-3 weekly basis	Operational Assistant Directors Operational Assistant Directors and Head of Resourcing Nurse Bank Manager Assistant Director Nursing Workforce , Development and Training Head of Resourcing	1. Twice daily review at Operational patient safety meetings. 2. Information on shift fill rates. 3. HR information 4. HR recruitment information 5. HR Information

		6. Recruitment activities, such as jobs fairs, local and across the UK, are now attended by the 5 H&SC Trusts as a collaborative. 7. SHSCT staff also continue to engage with students, both within universities and whilst on placement, to encourage consideration of SHSCT as an employer. 8. Excellent preceptorship and induction programmes in place for new employees with optional rotation scheme for newly qualified staff 9. SHSCT continues to work with Department of Health to influence an increase to the supply of Registered Nurses 10. Increased the numbers allocated to Open University training scheme for mental health and adult nursing inclusive of the overall increase in training places.	Assistant Director of Nursing Workforce Development & Training Assistant Director of Nursing Workforce Development & Training “	6. Executive Director of Nursing Directorate records Increase of 200 places across nursing and midwifery since 2016 Training / HR information
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Additional Actions Planned and Timescale

1. Planning to evidence daily staffing levels through the use of Allocate rostering software where implemented.. March 2019
2. Planning to review the optimisation of bank availability. March 2019
3. Regional target is to recruit 622 nurses by March 2020. The project is on target to deliver. .
4. SHSCT will review capacity to support the additional students in line with the increase in pre-registration nursing places by DoH.
5. SHSCT has received additional funding from DoH to increase the number of staff accessing the Open University (OU) Pre-Registration Nursing Programme (Adult and Mental Health)
6. Review of learning from Project Retain which took place in 2 Trust wards in 17/18.
7. Trust work streams commenced to optimise recruitment and retention in nursing and midwifery March 2019

CORPORATE OBJECTIVE: PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Possible (3) Impact: Major (4) Total Score: 12 Risk Rating: HIGH Previous score: 12		RISK OWNER: Medical Director		
		DATE RISK ADDED: June 2011 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
5.	Risk to patient safety due to the potential to develop a healthcare acquired infection	1. Strong leadership through the existing governance framework of the Strategic and Clinical Forum meetings 2. Isolation of patients with transmittable infections and those who are immunocompromised 3. Robust handwashing processes 4. Comprehensive cleaning policies and procedures 5. Awareness of appropriate antibiotic prescribing	Medical Director Relevant Operational Director Lead Nurse, IPC Assistant Director – Functional Support Services Consultant Microbiologist	1. Provision of monthly assurance to Trust Board 2. Use of IPC checklist within ED. Policy on isolation of patients 3. Monthly presentation of audit data 4. Regular environmental cleanliness audits 5. Presentation of data on antibiotic usage

	Increasing emerging infections (CPE/VHF)	1. Ongoing ward rounds relating to antibiotic stewardship 2. Isolation and active screening of patients transferring from other hospitals, or history of admission within the last 12 months	Consultant Microbiologist Relevant Operational Director	1. Use of IPC checklist within ED. 2. Policy on isolation of patients
Additional actions planned and timescale				
Trust agreement of 3 year IPC Strategy detailing the 10 elements of delivering safe care, to be presented to Trust Board by October 2018 Development of VHF Management Plan				

CORPORATE OBJECTIVE: 1 – PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4) Impact: Major (4) Total Score: 16 Risk Rating: HIGH Previous score: N/A		RISK OWNER: Director of HROD/Estates		
		DATE RISK ADDED: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
6.	Deterioration of exposed concrete on Daisy Hill Hospital building exterior, leading to detachment of concrete debris with a risk of loss of life / injury to service users, public and staff	1. Hammer tests carried out in October 2017 and March 2018 in order to remove loose debris. To be carried out on a minimum 6 monthly basis. 2. Temporary 'heras' fencing erected in order to create a barrier between the building and main pedestrian areas 3. Erection of scaffold (with brick catcher) and netting to underside of first floor level of phase one building in an attempt to help mitigate the risks caused by spalling concrete.	Assistant Director of Estates	1. Records available in Estates 2. Visible on site 3. Visible on site
Additional Actions Planned and Timescale				
1. Regular inspections of the structure in the short term, removal of loose concrete and suitable concrete repairs as per Taylor & Boyd LLP Report (2018). It is noted that this will not mitigate the o/a risk and deterioration will still occur. 2. 6 monthly hammer tests being carried out to remove any loose areas of concrete – next due September 2018 3. On 11.07.2018, SMT approved revenue funding of £400k to carry out interim structural repairs to the concrete heads and lintels as recommended by the Structural engineer. Estates Capital Works are now taking these works forward and plan to have completed by 31.03.2019. (This should provide the Trust 7-10 years to implement a long term solution involves over cladding and window replacement, to a value of circa £2,000,000)				

CORPORATE OBJECTIVE 1 – PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4) Impact: Major (4) Total Score: 16 Risk Rating: HIGH Previous score: N/A		RISK OWNER: Director of HROD / Estates		
		DATE RISK ADDED: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
7.	Loss of electrical power (LV) to main CAH hospital block leading to a significant interruption to services with a risk of loss of life and/or serious harm to patient(s).	1. Competency of estates staff in carrying out emergency electrical switching and regular dummy runs do deal with various scenarios 2. Estates Operations have a formal CAH fixed breaker emergency plan in place and electrical staff have been trained in how to deal with various scenarios. Copies of the document have been placed in the main switchrooms 3. Presently, estates have an identical fixed breaker on site which can be fitted if there is a failure. This eliminates the 6 week delivery delay experienced in 2017. This breaker will still take at least 8 hours to fit once the switchboard was isolated.	Assistant Director of Estates	1. Experience and training of Estates colleagues 2. Printed document in Estates office and electrical switchrooms 3. Spare circuit breaker on-site in Stores electrical switchroom.

		4. Use of mobile phones if VOIP telephony system is lost		4. Business continuity arrangements
Additional actions planned and timescale				
Phase 1a New dual 2.0MVA transformers in Energy Centre (for future CT scanner). If one of the fixed breaker in the Stores switchboard fails these transformers will provide a mains supply to Maternity & Ward-N. However, if there is another fault or general mains failure there will not be a standby generator to provide power. To mitigate this risk, in the event of a fixed breaker failure and this transformer was called on, a mobile generator could be hired within a few days to provide extra resilience. Approximate cost: £700k + 15% fees = £805k Funding to be sourced from DOH in year 2018/19. Phase 1b New 2.0MVA generator in Energy Centre and internal fuel tanks. This will provide standby generator power for the new transformers in the Energy Centre and give it the resilience necessary to be a clinically-rated supply. Approximate cost: £800k + 15% fees = £920k Funding to be sourced from DOH in year 2019/20. Phase 1c Replace Stores switchboard containing 4no. fixed breakers with a new board containing withdrawable breakers. This will require the switchboard to be isolated for one month and should only be done once the 2.0MVA transformers are installed in the Energy Centre and have standby generator backup. Approximate cost: £115k + 15% fees = £132k Funding to be sourced from DOH in year 2019/20.				

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES				
Likelihood: Possible (3) Impact: Moderate (3) Total Score: 9 Risk rating: MEDIUM Previous score: 9		RISK OWNERS: All Directors		
		DATE RISK ADDED: July 2011 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
8.	i) Failure to comply with general procurement and contract management Department of Health guidance resulting in lack of assurance regarding VFM / risk of legal challenge	1. Oversight by Trust Procurement Board, now reporting to Trust Board sub-committee from 2018/19 onwards 2. Use of COPEs by Trust – PALS and CPD - HP 3. PALS KPIs reported quarterly to the Trust 4. Internal audit assignments consider procurement and contract management arrangements in annual audit programme	Director of Finance Director of Finance Director of Finance Director of Finance	1. Meets at least three times per year and provides Annual report to Trust Board Annual monitoring of Direct Award Contracts by Audit Committee 2. PALS and CPD – HP both attend Trust Procurement Board 3. Minutes of meetings of Trust Procurement Board 4. IA reports, minutes of Audit Committee meetings

	ii) Failure to comply with social care procurement guidelines 2018/19 resulting in lack of assurance regarding VFM/ risk of legal challenge / sector instability	5. PALS liaison post in place, procurement advice and guidance available on sharepoint, training provided	Director of Finance	5. CAG training – April 2018 Contract management training – Feb/March 2018 EProcurement training quarterly
		1. Oversight by Trust Procurement Board, now reporting to Trust Board sub-committee from 2018/19 onwards 2. Assistant Director of Performance & Improvement member of regional social care procurement Implementation Board, reporting to Regional Procurement Board 3. Use of COPE by Trust – PALS - SCPU for <u>above</u> threshold procurement; in line with regionally agreed procurement plan. 4. Trust has dedicated procurement officer who works under 'Influence' of SCPU for any agreed deviations from plan to meet local need	Director of Finance Director of Performance & Reform/Director of Finance “	1. Social care procurement standing agenda item on Trust Procurement Board 2. Social care papers shared with Trust Procurement Board as appropriate 3. PALS Head of SCPU attends Trust Procurement Board 4. Internal procurement work plan in place

	iii) Failure to manage social care /domiciliary care/voluntary sector contracts to ensure safe and effective care delivery to clients and VFM	5. Trust has Contract Initiation Documentation process in place to regulate award of contracts under threshold. 6. New under threshold service contracts are being procured by Trust staff under influence of SCPU. 1. Domiciliary Care Oversight Group in place to provide focus to domiciliary care specific contract management. 2. Professional Head of IS contracts for Domiciliary Care in Place to provide oversight on quality arrangements. 3. Independent Sector Governance group in place, cross programme and profession (finance, contracts, safeguarding, governance and operational) to review contract management issues in the regulated sector 4. Approach to guide consistent approach to performance management of contracts in place	All Operational Directors Director of Performance & Reform/ Operational Directors Director of Older People and Primary Care/ Director of Finance Director of Older People and Primary Care	5. Protocol in Place 6. Internal procurement work plan in place. 1. Terms of Reference in place and Minutes of Meeting 2. Internal review/validation of payments in the domiciliary care sector conducted in 2017/18 for 6 largest providers 3. Terms of Reference in place and Minutes of Meeting Internal Audit review of contract management in 2018/19 4. Standard Operating Procedures
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		5. Director of Older Peoples Services member of regional Review Group and SHSCT local Review Group in Place to review learning from CoPNI report (Dunmurry Manor)	Director of Older People and Primary Care	5. Terms of Reference in place
		6. Action plan in place to consider learning from Console Review for voluntary sector	Director of Finance / Older People and Primary Care	6. Action Plan in Place

Additional actions planned and timescale

i) General

- Director of Finance will bring revised Procurement Strategy to Trust Board Autumn 2018.
- Amended TOR of Trust Procurement Board to be considered at September TPB.
- Revision of controls assessment process for non pay commissioning in 2018/19 in line with DOH circular – March 2019
- Development of composite KPIs for procurement, including Pharmacy, Estates and Social care – 2018/19 workplan
- A paper will be brought to SMT September 2018 for consideration of investing in additional resource to provide contract management training to Trust staff.

ii) Social Care

- Trust to further develop approach to below threshold procurement, working with other HSC organisations during 2018/19.

iii) Social care /domiciliary care/voluntary sector

- Proposal for additional monitoring arrangements to be developed in 2018/19. Trust action plan in place arising from CFS review and validation exercise.
- Action plans in place for 6 providers to be worked through in 2018/19.
- Review of Terms of Reference for IS Governance Group
- Recommendations from workstreams to be brought forward in 2018/19
- Additional work to examine potential use of benchmarking to establish VFM in social care contracts to be undertaken in 2018/19.
- Roll out of regionally agreed assurance framework for voluntary sector providers to be considered in 2018/19
- Review of structures for contract management to be undertaken

CORPORATE OBJECTIVE: Making Best Use of Resources				
Likelihood: Likely (4) Impact: Moderate (3) Total Score: 12 Risk Rating: Medium Previous Score: 12		RISK OWNERS: Operational Directors		
		DATE RISK ADDED: Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
9	i) Breach of statutory duty of break-even in-year	1. Draft Financial Strategy has been developed and agreed with Directors 3. Formal financial monitoring system in place including forecasting year-end outturn 4. Chief Executive accountability meetings with Directors at least 3 times annually 5. Monthly financial accountability meetings between budget-holders and finance	Director of Finance Director of Finance Chief Executive All Directors	1. Monthly financial performance detail reports to all budgetholders Monthly reporting to SMT, Trust Board, HSCB and Department of Health 2. Monthly monitoring returns prepared for issue to DoH and HSCB 3. Minutes of meetings and agreed action plans 4. Minutes of meetings and agreed action plans

	ii) Destabilisation of services due to the inability to secure recurrent funding and over reliance on non-recurrent support.	1. The continual update of the Trust's recurrent deficit and reporting of same to HSCB/ Department of Health 2. Work has commenced on planning for 2019/20	Director of Finance Director of Finance/ Department of Health/HSCB	Trust Delivery Plan, Monthly monitoring returns, Board Papers Minutes of SFF and DoF
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Additional actions planned and timescale

i) Breach of statutory duty of break-even in-year

- The Director of Finance is working with the HSCB and DoH in order to secure clarity on the possibility of additional funding support to ameliorate emerging pressures. Due to complete in advance of final TDP submission end of August 2018.
- Director of Finance reviewing the robustness of the emerging pressures and to the extent that they might crystallise in year. Due to be completed in advance of final TDP submission end of August 2018.
- Final Financial Strategy to be presented at August 2018 Trust Board for approval.
- Finance will carry out a mid-year hard close – October/November 2018

ii) Destabilisation of services due to the inability to secure recurrent funding and over reliance on non-recurrent support

- Director of Finance is continuing to work with HSCB and Department of Health in relation to the capitation inequity gap. Work during 2017/18 financial year secured a nil general savings target for the Trust going into 2018/19. All Directors continue to raise this with professional leads at HSCB/PHA and Department of Health – Ongoing.

CORPORATE OBJECTIVE: 1 – PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4) Impact: Major (4) Total Score: 16 Risk Rating: HIGH Previous score: 16		RISK OWNER: Relevant Operational Directors		
		DATE RISK ADDED: November 2010 Reworded: August 2017		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
10	Clinical risk associated with i) inability to diagnose/assess treat urgent/red flag patients within clinically indicated timescales ii) Review or planned assessment/treatment waiting beyond the clinically indicated timescales iii) Reporting of diagnostic testing beyond the clinically indicated timescales	1. Prioritisation of capacity to accommodate red flag and urgent demand 2. There is a mechanism in place for triage and identification of red flag and urgent new patients 3. There are established processes in place for booking of patients within the clinically indicated timescales and escalation where capacity is not available 4. There are mechanisms to monitor at patient tracking level, red flag referrals and agreed process for escalation	Assistant Directors Assistant Directors Operational Service Leads/ Assistant Directors	Reports, minutes and actions from performance meetings Cancer tracking team escalate via email to Operational Service Leads/Heads of Service at each stage of the 62day cancer pathway for those patients who are not progressing and may breach. Each breach is discussed at the monthly cancer performance meeting This risk is on the performance Risk Register. Divisions have submitted non recurrent bids to address these backlogs. It is discussed on a monthly basis with the each division & the performance team.

		5. There are mechanisms to monitor the waiting times for urgent patients, review patients and planned patients waiting longer than their clinically indicated timescales at specialty and Consultant level 6. There is weekly and monthly monitoring information in place to assist with oversight and identify and escalate those requiring prioritization 7. Monthly Head of Service Specialty meetings to review/escalate situations where risk presents in managing patients within their clinically indicated timescales 8. Monthly Assistant Director Cancer and Divisional Performance meetings to review/escalate situations where risk presents in managing patients within their clinically indicated timescales. Risk assessments completed as appropriate and options developed for management of same 9. Monthly Directorate Performance and Governance meetings for escalation and review of risk management		
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		10. Monthly External Performance meetings with Health and Social Care Board to account for performance and highlight risks in relation to patient safety and long waits		
Additional Actions Planned and Timescale				
Non-recurrent funding as available will be allocated to provide additional activity to areas to address the risk associated with inability to manage patient care within clinically indicated timescales				
The Trust will continue to re-direct any available internal resources to areas of greatest risk				
Ongoing engagement with clinicians in respect to what is a clinically acceptable wait				
Review of performance management arrangements				

ID	Opened	Principal objectives	Title	Des/Pot for Harm	Controls in place	Risk Owner	Progress (Action Plan Summary)	Risk level (current)
747	28/07/2008	Safe, High Quality and Effective Care	CAH DSU, STH - DPU, DHH. No Backup Electrical supply	All these areas currently does not have any form of backup electrical supply other than the emergency generator; in the event of a power failure all power supplies to socket outlets will drop out for approx. 15 seconds until the generator comes on line.	Battery backup exists on the anaesthetic machine only.		8.8.18 No changes, continues to be on the minor works request. Requires to be prioritised by the Acute Directorate. 12/6/18, 7/3/18, 7/11/17, 4/7/17 & 30/5/17 No change, continues to be on the minor works request. Requires to be prioritised by the Acute Directorate. 6.11.17 STH - Has UPS on all endoscopy storage cabinets 6.11.17 CAH DSU has UPS all equipment including anaesthetic machine 6.11.17 Awaiting confirmation from DHH? UPS available on all equipment Moved to Directorate RR Dec16.	HIGH
3951	10/04/2018	Provide safe, high quality care	Delays in isolation	Due to lack of side rooms/one to one nursing/lack of bed capacity in the service. Risk of spread of infection. Failure to isolate promptly can lead to outbreaks, close of bays, increased pressure on service. May lead to potential patient harm through the spread of potentially preventable infection or due to a lack of beds.	Trust can emphasise the importance of IPC issues at bed meetings and elsewhere. A recent teaching sessions was arranged to do this amidst the winter pressures. Side rooms are often occupied for reasons other than IPC reasons. IPC reasons for isolation are often of critical importance in that severe harm can be done to other patients and staff by failure to isolate promptly. This is often not the case for other reasons patients are in side rooms and side rooms should be prioritised to maximise patient safety. The Trust should also look to ways to enhance the capacity to isolate a patient when the hospital is full and a patient needs isolated urgently e.g. where a patient could be moved out of a room to facilitate critical IPC isolation.		Risk added to Directorate RR April 2018	HIGH
3952	10/04/2018	Provide safe, high quality care	Delays in prescribing treatment for CDI	Delay in treatment of infection can be associated with increased morbidity and mortality. The enquiry into the Northern Trust Clostridium difficile outbreak said that treatment should be given to any patient with Clostridium difficile within 2 hours of diagnosis. Where such a patient is septic they should receive treatment within 1 hour as per the Sepsis 6 criteria. Failure to treat a patient promptly carries of risk of adverse consequences to the patient (e.g. pseudomembranous colitis, toxic megacolon, the need for laparotomy and subsequent stoma a formation, death) as well as a risk of subsequent litigation to the Trust and the potential for disciplinary procedures to doctors and nurses from their governing bodies.	The microbiology laboratory calls out positive C.difficile results as soon as they are known and informs the consultant microbiologist on duty and the Infection Prevention and Control Nurses (during working hours). The microbiology laboratory is fully complaint with the Royal College of Pathology's Key Performance Indicators with regards to this matter as audits would reflect. Nursing staff when contacted should inform medical staff immediately. On certain occasions this has not happened as RCAs have reflected. On other occasions medical staff have given excuses that they have been too busy to attend within 2 hours. This more often occurs depends the out of hours periods whenever there is a relative lack of medical cover and there is a particular issue in the non-acute sites where there is no resident medical cover. A lack of awareness of the urgency of treatment has also been given as a reason for not treating promptly. There would be significant concern that this could reflect general medical busyness out of hours and that other treatments could be being delayed as doctors are overwhelmed by the volume of work out of hours. The delay in administration of treatment for Clostridium difficile is is being picked up because of the root cause analysis process but many other things are not picked up. The antimicrobial stewardship team proposed a PGD to allow nursing staff to give a single dose of metronidazole in instances when doctors could not see patients quickly enough however this has yet to be approved. Opposition was raised by clinicians who were concerned that if nursing staff gave this it would potentially delay medical review of such patients even further. This concern is not unreasonable but if accepted it reflects concerns regarding system pressure on medical staff out of hours that need addressed by the Trust to maintain patient		Risk added to Directorate RR April 2018	HIGH

ID	Opened	Principal objectives	Title	Des/Pot for Harm	Controls in place	Risk Owner	Progress (Action Plan Summary)	Risk level (current)
3953	10/04/2018	Provide safe, high quality care	Inappropriate antibiotic use (tied to stewardship issues in terms of corporate actions needed)	Inappropriate antibiotic prescribing can lead to a rise in antibiotic resistance which impacts on the safety of the entire public. It can also lead to side effects for individual patients such as Clostridium difficile infection (CDI). The risk of CDI is enhanced where antibiotic treatment is unnecessarily broad spectrum or overly prolonged. Inappropriately narrow spectrum or inadequately long courses of antibiotics can also lead to adverse outcomes for patients including recurrences of infection and death. Inappropriate prescribing most often occurs:- (a) When patients receive antibiotics when they do not have infections - this often occurs whenever a diagnosis is initially unclear and infection is in an initial differential but antibiotics are not stopped whenever the situation becomes clearer. (b) A clear diagnosis is not made e.g. a patient is designated ?LRTI ?UTI - often even when a diagnosis is subsequently made broad spectrum antibiotics are not narrowed as they should be (c) When patients receive prolonged antibiotic courses instead of getting proper source control - all guidelines advise that abscesses or infected collections should be drained promptly if at all possible The patient is at side effects from antibiotics, at risk of acquisition of multi-drug resistant organisms, at risk of Clostridium difficile and potentially death. Other patients and staff are put at risk as bacteria in the hospital environment develop greater resistance, meaning that the number of antibiotics available for future treatments become more restricted. Ultimately bacteria can become panresistant and untreatable. This in turn places greater pressure on side ward capacity in the Trust and risks targets e.g. MRSA target.	The Trust conducts antimicrobial stewardship rounds to reduce inappropriate antibiotic use. This service however is limited by the inadequate number of microbiologists and antimicrobial pharmacists. The Trust has far fewer microbiologists than neighbouring trusts and the number it is funded for (2) is far short of what the Royal College of Pathologists standards says it requires. The Trust only employs 1 antimicrobial pharmacist in comparison to the standard 2 in other Trusts. This means that the stewardship round service is exceptionally vulnerable to leave or illness and at best only is staffed to function two thirds of the year. The service has been severely impacted by the current staffing situation in the Trust. The Trust has only had a single microbiology consultant for over a year and a half. At times there has been no locum cover and there is not capacity to do stewardship rounds when a microbiology is single-handed. Since the Trust's antimicrobial pharmacist was promoted several months ago the Trust has had only had a pharmacist effectively 1 day a week which again had a severe further impact on the antimicrobial stewardship service. Membership of the Trust's Antimicrobial Team Meeting (the main forum for communication for stewardship issues) had waned however the DIPC recently reviewed the membership of the meeting and medical leaders are now expected to attend. This has significantly improved the platform at which stewardship is discussed however the situation of the service as a whole remains critical. The Trust has offered positions to a new antimicrobial pharmacist and a second microbiologist however they have yet to take up posts. A business case is being submitted for expansion of the microbiology and antimicrobial pharmacist services which is critical to address these issues. Medical leads need to be encouraged to take more actions in their		Risk added to RR April 2018	
3954	10/04/2018	Provide safe, high quality care	Lack of documentation	Root cause analyses are repeatedly picking up incidences of poor documentation e.g. lack of filling out of Clostridium difficile bundle, lack of documentation that the patient has been informed of a diagnosis of Clostridium difficile, lack of filling out of cannula charts, etc. Lack of documentation can reflect either that something that should have happened has not happened or just that it has not been documented. In the former there is a direct risk to patient safety (e.g. death from Staphylococcus aureus bacteraemia from a cannula that was not inspected properly and removed when it should have been, death from Clostridium difficile due to deterioration not being picked up due to lack of due diligence in the application of the bundle). In the latter there is still danger to the patient as staff subsequently on duty will not be able to see what was done as it is not documented. There is also significant risk to litigation to individual staff and the Trust as without documentation to say that good practice has been carried out there is no proof that it has been done.	Medical and nursing training would emphasise the importance of good documentation. Root cause analyses would emphasise the importance of this. The recurrence of this problem as demonstrated by repeat root cause analyses however would suggest that current control measures are not sufficient. When challenged regarding poor documentation excuses given are usually:- (a) A lack of education/awareness regarding aspect s of care bundles (b) A lack of time to document things due to service pressures Problem (a) could re resolved through additional education to staff through Lead Nurses, Ward Sisters and Clinical Directors to their teams where this is needed. Problem (b) can only be resolved by easing the pressure on nursing and medical staff in general. In general the experience of the IPCT is that nursing documentation is better than medical documentation, especially with regards to documenting when a patient has been informed of their diagnosis.		Risk added to Directorate RR April 2018	
3829	13/09/2016	Safe, High Quality and Effective Care	Absconding patients from all Wards & Department	Patients at risk of leaving the ward or department without investigations, diagnosis and management plan in place. Patient risk - Incomplete treatment for medical or mental health issues leading to physical and/or mental health deterioration Risk of self harm / death Staff risk- unable to deliver care to patients, risk of violence and aggression when trying to persuade patients to avail of assessment, treatment and care for their illness.	Level of absconding rates identified. Absconding patient protocol in place. Staff awareness raised. Datix reporting in place. Short life working group established to review access to wards and departs promoting pts and staff safety.		23/2/2018 - Additional measures have been introduced to access and egress from ED and AMU. Swipe card is required. Statistics need to be reviewed before consideration can be given to reducing the risk rating. Situation continually monitored.	

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773	29/07/2008	Safe, High Quality and Effective Care	CAH Theatres Endoscope Decontamination room	The interim Endoscope decontamination facilities at CAH theatres do not meet DHSSNI decontamination strategy. There are no transfer lobbies or staff gowning rooms. The process flow is severely compromised by the size of the extremely cramped unit. There is no room for expansion. The workload in the endoscope decontamination facility has increased considerably over the last number of years due to additional theatre and radiology sessions as well as additional ENT OPD clinics. There is inadequate space for holding the contaminated endoscopes for manual washing prior to the automated process in the endoscope washer disinfectors. This frequently creates a bottleneck and slows down the process flow and turnaround time. The endoscopes and transport trolleys have to be stored in the hospital corridor outside the endoscope decontamination room due to lack of space - increased risk of theft (trolley plus endoscopes). In the event of any prolonged endoscope washer disinfecter downtime there would be significant disruption to endoscopic procedures in Theatres, Radiology, ICU or in ENT OPD as there would be insufficient capacity to decontaminate the endoscopes on the Craigavon site. There would also be logistical issues and delays in turnaround times if the endoscopes had to be transported to another Trust site for decontamination ie Daisy Hill or South Tyrone. The endoscope washer disinfectors were installed in 2009 and have a working life of approximately 8 years. The Lancer endoscope washer disinfectors do not have the ability to perform channel patency tests to current DHSS guidance i.e. inability to perform partial blockage of the duodenal channel which is part of the quarterly channel patency testing regime.	Situation being monitored.		8.8.18, 12.6.18, 7.3.18 This risk remains unchanged 1.12.16 No further change 13.9.16 Head of Decontamination Services will work with Acute Planner to explore options for a modular unit adjacent to CAH CSSD to replace the existing the interim arrangement. Given that CSSD will form part of Phase 1 for the CAH Redevelopment, a modular solution will be considered as a further interim arrangement although it will need to address existing concerns. Indicative costs to be detailed in the paper and logged for consideration under capital allocations for 17/18. 23.2.16 Following discussion at Acute senior management team with Head of Acute Planning, the risk will be addressed in the first phase of the redevelopment of the Craigavon site. On this basis it was agreed that nothing further would be done at this stage. 5.1.16 Short paper highlighting the risks shared with Planning Dept and Director of Acute Services	HIGH
3528	05/02/2014	Safe, High Quality and Effective Care	Pharmacy Aseptic Suite	The external audit of the pharmacy Aseptic Suite, which prepares all the total parenteral nutrition and the chemotherapy for oncology and haematology patients, has identified The design and fabric of the aseptic building does not meet the modern building standards for pharmacy aseptic dispensing units (critical audit finding). Application of the newly introduced capacity plan has identified the chemotherapy pharmacists' activity is exceeding 100% on a regular basis (Major audit finding) The two isolators used in the cytotoxic reconstitution section of the aseptic suite both require urgent replacement.(Major audit finding)	Increased environmental monitoring to check for failures of sterility in the unit Expiry dates of all products prepared has been reduced to a maximum of 24 hours. A daily report on the chemotherapy pharmacists activity level in relation to the capacity plan has been developed and implemented Additional activity will not be accepted by the aseptic unit until the staffing issue is resolved Additional environmental and function testing is being performed on both isolators to identify any sterility failures.		16.10.17 Unchanged 1.12.16 No further update. 13.9.16 Development Work ongoing 1/3/16 Work commenced for new suite. • Confirmation of the funding for the business case for a new build aseptic suite co-located with the Mandeville Unit was received at the end of July 2017. The design team have met throughout August with the aim of commencing the build in March/April 2017. • Recent deterioration in the fabric of the building has been addressed through an interim plan involving urgent minor works to the aseptic suite which was completed by mid-May 2016. • The external auditor revisited the suite on 26th July 2016. Their report is awaited. From discussions with the lead auditor on the day, it is expected that their report will still class the unit as high risk, but will recognise the work that has been done to manage this risk whilst the new unit is awaited. two additional pharmacist posts were funded by HSCB to address the staffing deficit that was leading to the capacity plan model showing that the pharmacists are working between 130 and 150% capacity. Both pharmacists took up post in Jan 2017 and the capacity score has been reduced to 94% Capital was identified to replace both isolators and this work was completed by January 2015.	MOD
3729	01/09/2015	Provide safe, high quality care	Lack of ability to recruit and retain senior decision makers in DHH ED (or inreach from Med or Surg) in OOH period	In th context of rising attendances to DHH during the 24 hour period, (specifically in the last 12 months = 10%), numerous unsuccessful medical recruitment drives to improve and stabilise the senior decision maker tier in and out of hours within the ED and clinical governance concerns, the acute directorate believe that DHH ED in its current form is not fit for purpose. Potential for Harm; There is an increased risk to patients and service users in the OOH period as there is no ready access (on the floor) to senior medical decision makers.	Immediate and ongoing: Trust seeking agency locum middle grade cover in DHH ED, or via in reach from medicine and surgery. Immediate and ongoing: abdominal pain protocol agreed and operationalised between ED and surgery Immediate and ongoing: Adverts for substantive middle grade staff in ED, and / or Surgery and Medicine to provide senio decision makers within the OOH period. Closing date 4th June Immediate and ongoing: Daily monitoring with the acute directorate. Weekly monitoring by Cx chaired oversight group.		1.12.16 Situation continues to be monitored. 15.09.2016 Consultants appointed to CAH doing outreach to DHH. Locum doctors have been engaged. Plans to readvertise for permanent staff 27.05.16 - Work of Senior Oversight Group continues. 1.3.16 - Senior Oversight Group established in September 2015 to review DHH ED Medical staffing. Group meets fortnightly. Action plan in place to manage the risk. Regular updates provided to PHA, HSCB and LCG. Ongoing efforts to secure additional medical staff through substantive trawls and in the short term through locum agencies. Immediate and ongoing: Daily monitoring with the acute directorate. Weekly monitoring by Cx	MOD
3897	14/06/2017	Provide safe, high quality careMake the best use of resources Be a great place to work	Insufficient Consultant Radiologists to provide the necessary diagnostic reporting services for SHSST.	Due to insufficient availability of Consultant Radiologists within Northern Ireland and the UK the Southern Trust has been unable to fill the funded posts within Radiology. Therefore the Radiology Department is unable to provide a full responsive reporting service required for inpatient and outpatient examinations ie red flag, urgent and routine examinations. Delay in reporting of routine plain film x-rays has increased due to the rise in demand for inpatient CT and MRI examinations which utilise a significant proportion of Consultant capacity. we have maximised the activity of reporting radiographers and all backlog activity requires reporting by a Consultant Radiologist. Currently 12,000 plain film examinations are waiting for a diagnostic report, 6,299 of these are chest X-rays and of these 2,290 are waiting for reports longer than 28 days. The longest waiters are at 61 days. There is no mechanism for additional in-house activity for plain film reporting. Potential for harm arises due to delayed diagnosis, specifically lung carcinoma, with consequent delay in treatment and poorer prognosis.	Monitoring of waiting lists, prioritisation of Emergency Department, all red flag and urgent examinations. Maximisation of the current IS contracts with 4 ways and RRO, both of which are unable to increase their volumes. Working to procure furthur Independent Sector (IS) providers for routine reporting via PaLs and NHS supply chain. This latter action is required to deal with the backlog and to maintain the performance standard. Through the Managed Clinical Radiology Network we will seek the assistance of other Trusts within the Region with Plain Film reporting.		7.3.18 Risk remains unchanged, still significant gap in cover	MOD

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3663	29/04/2015	Provide safe, high quality care	Single CT Scanner available on both CAH & DHH	No CT service available to patients when the CT is down due to essential maintenance/breakdown. Delay in diagnosis, delay in discharge. CAH major trauma will be diverted to other hospitals.	All essential maintenance is carried out at weekend or evening periods. Trauma patients are diverted. Global communication e-mail is circulated when CT is down. Transfer of urgent inpatients between CAH/DHH sites.		7.3.18 Mobile CT Scan is operational on site. 5.12.16 Mobile CT scanner now on site. Funding up until 31.3.17 to seek further funding to retain on site 17/18. 13.9.16 No further update provided 28.6.16 Awaiting funding to replace mobile CT scanner to place 2 permanent scanners on CAH site. 1/3/16 Retaining mobile CT to July 16. 5/1/16 - Jeanette is meeting with Sandra Waddell re completing a IPT to request funding to retain the mobile CT following the 1/4/16.	MOD
3940	26/02/2018		Provision of a on-call bleeding rota	Inability to provide consultant cover every on-call night with the skills to manage patients admitted with haematemesis. Patients admitted with large haematemesis unable to be managed in a time critical manner.	Registrar manages the patient with haematemesis in the first instance. If Registrar requires support they would phone round the Gastroenterology Team if available to come in to assist.		10.4.18 Escalated to Directorate RR 26.02.18 Risk added to Divisional Register	MOD
2979	13/05/2011	Provide safe, high quality care	Multiple records/charts per patient e.g. a patient may have STH, CAH, BPC & DHH medical notes	Patient is at risk due to information in multiple charts (no one chart may contain a full record of patient history and investigations). Trust from risk of litigation. Risk to patient of incomplete information being available at time of consultation, incorrect diagnosis due to incomplete information, delay in diagnosis, risk of injury and/or death. Reputation of Trust at risk.	Patient information is available electronically in Patient Centre, NIPACS, Labs, TOMCAT. Charts for CAH and DHH only now registered. All charts are made available if requested.		7.3.18 Risk remains unchanged 28.09.17 Further work is to take place with regard to registration of CAH and DHH charts and a move to 1 patient 1 chart. Initial discussions will take place in October with Health Records managers and the Booking Centre to identify issues relating to registration, and following this a proposal will be taken to Acute SMT for discussion and agreement. 28.12.16 - work ongoing with continuing to reduce number of charts per patient in circulation - robust weed and destruction of charts takes place every year and registration reduced. Risk reducing each year. 12.9.16 work still continuing on reducing the number of charts per patient - this is an ongoing exercise. A trial of going "paperlight" was conducted in June - Aug 16 which would reduce the amount of paperwork generated per patient however, until such time as a "write on" information system is available we cannot progress with paperlight / paperless clinics as information still needs to be recorded on the patient visit.	MOD
3070	23/01/2012	Safe, High Quality and Effective Care	Omitted and delayed medications within Acute Directorate Wards	Wards and departments not administering medications in a timely manner. Patients are receiving an inadequate quality of service with the potential risk for harm.	Staff nurse or ward based pharmacist where possible highlights all incidents via datix. Proforma is to be completed in conjunction with the Band 6 and the staff nurse responsible for the omission or delay to reinforce learning and improve standards. Staff nurse to escalate to Ward Sister if any delays or omissions at ward level.		06.09.17 Jilly and Trudy to discuss 1.12.16 No further update. 13.9.16 Audit completed. Report circulated for learning. Showing some improvement but NQI monitoring continuing. 27.05.16 - Yearly audit taking place May/June 2016. 23.02.16 - Ongoing NQI audits continue to highlight this problem area. 24.09.15 - Focus on the number of omitted and delayed medications in SEC continues supported by lead nurses, HoS and the NEAT project. Regular audits to monitor performance in this area and learning from medicines incidents group shared across the directorate.	MOD
3304	16/01/2013	Provide safe, high quality care	Lone Workers in X-Ray after 12 midnight	Risk to the welfare of the lone Radiography staff working out of hours shifts either in CT or when performing Mobile radiography in remote areas of the hospital. On both instance the lone Radiographer is required to come into the x-ray department that is located some distance from ED and the wards. This leaves the lone Radiographer vulnerable and at risk from verbal/physical abuse/theft from visitors and patients. This potentially increases the staff's stress levels. Staff have a right to expect a safe and secure working environment.Risk of patients/visitors having free access to the x-ray department during the period from 8pm-8am as the department is not locked down securely during this period.	Staff Awareness. Restricted access in some areas. MOVA policy and procedures. Personal attack alarms issued to all staff. CCTV. Porters available to escort staff. Porters and Radiographers to lock main doors of x-ray when not in use. Radiographers required to checked that all doors into x-ray are locked before 8pm at night.Lone worker policy. IR1 Reporting.		14.11.17 Awaiting update from J Robinson 5.12.16 The lock down system is being installed W/C 12 Dec 16. 13.9.16 Situation continues to be monitored	MOD
3733	24/09/2015	Safe, High Quality and Effective Care	Directorate's ability to recruit and retain nursing staff due to a regional and national shortage of qualified nursing staff.	There is a potential for wards to be understaffed which will result in poor outcomes for patients.	The Directorate continues to use bank and agency staff, overtime, innovative practice such as recruitment fairs, making best use of staff in post, and ongoing staff development.		8.8.18 New workforce planning team working on; workforce data, streamlining recruitment process, utilisation of the current workforce and retention of staff. All commencing end of Sept18. 12/06/18 - Nursing recruitment fair start of May18, 1 recruited for theatres & 1 for T&O. All measures to combat vacancies utilised and exhausted. Risk remains same. 07.03.18 Continued risk remains same 23.9.17 - Recruitment remains unchanged in that most wards have unfilled funded vacancies. Usual measures to combat these vacancies continue ie Bank, OT and agencies. 4.7.17 Unchanged 30/5/17 - international recruitment drive for staff nurses ongoing. Local interviews ongoing. Continue shortage of nurses continue - both regional and national shortage 1.12.16 International recruitment for this year finished. New nurses to start in 2017. 1 to Ward 4 North and 1 to Ward 4 South. Band 5 Recruitment day conducted on 25.11.16 13.9.16 Phase 1 international recruitment started. Induction program in place prior to staff allocation to wards. Ongoing recruitment continuing. 27.05.16 - Regional and International recruitment continues. 23.02.16 - AD of Nursing seconded to undertake international recruitment. Ongoing local recruitment continues.	MOD
3819	27/07/2016	Provide safe, high quality care	Shortage of Qualified Midwives for recruitment	Reduced number of midwives being trained due to reduction of intake of students. This impacts on the availability of suitably qualified midwives to fill vacant posts. This problem will increase as the number of current midwives retire from service. Potential risk of inadequate staffing to provide safe, effective and quality care for mothers and infants.	Ongoing recruitment -Utilisation of bank staff to cover rota -Regional workforce working group to address the issue across all trusts.		05/09/2017 Recruitment has been successful, minimising vacancies (now 20 wte) however due to an aging workforce and continuing shortage of available midwives we need to maintain on the Risk register. Update 1/2/17 . We have now 27 midwife vacancies primarily in CAH . Recruitment continues but shortage remains. 5.12.16 We have successfully recruited a number of new midwives. Unfortunately many will not be available for work until they qualify in 2017. 13/9/16 Ongoing recruitment.	MOD

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3922	13/11/2017	Provide safe, high quality care	Lack of funding to ensure compliance with NICE guidelines that have been regional endorsed by the DHSSPSNI.	In April 2017 a Band 5 Governance Officer commenced work within the Acute S&G team as part of a secondment from the Corporate Governance team. This secondment to the Acute S&G forum ended on 31/12/17. The purpose of this audit was to ensure that an assurance framework is in place to comply with the reporting arrangements to the relevant external agencies (such as the HSCB). The outcomes from this audit are now being operationalised and outstanding actions are presented at the Acute S&G forum and Divisional Governance meeting to ensure progression. As part of this work a significant number of NICE guidelines have been identified as having an external barrier impeding implementation. This audit identified 53 NICE guidelines where an E proforma is required. 34 E proformas have been submitted to the HSCB and a further 8 are pending submission once the baseline assessment has been completed and approved by Acute SMT. 11 E proformas are now due for review and work is progressing to undertake this process. A copy of the updated May 2018 E proforma report will provide evidence of this work. The work also provides a timely trigger for the compliance position to be reviewed in accordance with stipulated review timescales. In the past the HSCB would have reviewed 'red' status guidelines for all Trusts and for guidelines were all Trust's identified significant barriers these would have been prioritised as part of their annual work plan and there was the possibility of funding being allocated to support implementation at a local level. With effect from 01/04/2017 this is no longer the process, with all Trust' needing to manage all funding requests within existing financial resources. Given the number of competing demands this makes it very difficult to ensure that the S&G constraints are overcome and presenting a risk for the Directorate.	Provision of bi monthly assurance responses to the HSCB as part of the Trust's Positive Assurance response. The content of this report is approved by the Director of Acute Services and Director of Performance prior to submission The accountability arrangements for the management of S&G within Acute Services are well defined to ensure the risk of not complying with a guideline due to identification of an external barrier is communicated to the SMT in a timely way. There are robust processes in place to ensure timely review of E proformas to ensure any change in compliance is identified and should the compliance status be downgraded from red to green the HSCB can then be notified		June18 On-going monitoring and review within Acute S&G forum agenda Discussion with Trust SMT since this risk issue will be the same within the other operational directorates, albeit the number of guidelines are less	MOD
3957	30/04/2018	Safe, High Quality and Effective Care	The medical team on the Daisy hill hospital site cannot provide daily senior review for all the Medical in patients	Due to medical workforce they are unable to ensure that all in patients receive a senior medical review. Delay in investigations. Delay in review of investigations. Delay in Diagnosis. Impact on the patient treatment plan. Potential to contribute to overcrowding in ED as some of in patients could be potentially discharged.	Each Ward Sister to identify at the bed meetings if patient has not had senior review. Ensure that outlyers are seen and escalate accordingly to Lead Nurse/ HOS			MOD
3958	30/04/2018	Safe, High Quality and Effective Care	EBUS service is not funded and therefore patients are waiting 4 to 6 weeks for this investigation	Patients requiring this investigation will have delayed diagnosis. Pot for Harm - Delay in investigations. Delay in Diagnosis. Impact on the patient treatment plan. Potential that diagnosis could be Cancer.	We currently have 1 session unfunded Working with Performance team to secure additional session for staff. To reduce delays patients are being transferred to other hospitals for this procedure Need To prioritise equipment ie Scopes for this procedure			MOD
3529	05/02/2014	Provide safe, high quality care	Non compliance to Standards and Guidelines issued to Southern Trust	There is often a time lag between when the external agencies require the Trust to achieve full compliance against the recommendations outlined within standards and guidelines and when this is actually achieved. Such non-compliance poses the following risks for the patient and the organisation: - Reduced ability to deliver quality patient care; Compromised patient safety and wellbeing; Poor patient outcomes - mortality/morbidity, delayed discharge, increased secondary complications; Staff members are non-compliant with evidence based working practices, lack of standardised practice, vulnerable wrt registration; Organisational risk - complaints, incidents, litigation, As of April 2018 there are 1609 standards and guidelines identified on the Trust's register. 74% (1193) of these are applicable to Acute Services Directorate. Of these, 34% (405) remain at a partial or non determined level of compliance with many identifying significant external barriers impeding the Trust's ability to comply. 689 are indicated as 'Compliant ' and 99 indicated as either N/A or Superseded. It is noteworthy to state some of this data is pending QA as part of Phase 1 and 2 review work which has not been fully completed due to service capacity. Due to volume and complexity of these guidelines it is a challenge for the Trust to monitor and review the compliance status of all the standards and guidelines that have been received. There is a corporate need to invest in a more fit for purpose information system . Regionally the WHSCT is currently piloting a new system that is being developed by Microsoft - it is a modified system within Sharepoint. Funding has been allocated by BSO to take this work forward with a view of developing a regional system for use by all HSC organisations. A planned demonstration by WHSCT was planned in February 2018 but had to be deferred due to some difficulties in getting the system	Provision of bi monthly assurance responses to the HSCB as part of the Trust's Positive Assurance response. Corporate governance have an Excel database in place for logging and monitoring S&G. Within Acute Services a directorate S&G forum has been established - inaugural meeting was held 19 January 2017. Terms of reference are in place and the forum is chaired by the Director and attended by the SMT. The forum meets twice a month to review all newly issued S&G so to ensure appointment of a clinical change lead is confirmed in a timely manner, thereby ensuring implemenation processes are put in place as early as possible. It also reviews and approves implementation plans requiring submission to the the relevant external agency. It approves any policy/procedures/guidance that has been developed as part of these implemenation plans. Standard item for discussion at the monthly Acute Clinical Governance meetings with submission of relevant reports Patients Safety & Quality Manager (Acute Services) attends all divisional governance meetings on a monthly basis and presents tailored activity reports to determine progress at an operational level Meeting schedule is in place to ensure meetings are held with the Heads of Service to review compliance against all S&G within their areas of responsibility A new Acute Services Lead Nurse, Midwifery & Radiology S&G forum - meetings held on a monthly basis Monthly summary report is issued out to Acute SMT to communicate to all staff what new regionally endorsed S&G have been issued. A copy is also shared with the M&M chairs so that they can review and share within their committee meetings Service KPIs are in place and presented to the Acute S&G forum on a quarterly basis Acute S&G procedures manual has been developed and has been operationalised since 1/4/2017. This is subject to ongoing review and		7/3/18 & 5/12/17 Information below remains current 19.7.16 - Decision needs to be made regarding the viability of re-appointing an AMD for Standards and Guidelines (Acute Services) - forms part of the current review of Acute Services structures. Administrative support for the Patient Safety & Quality Manager needs to be reviewed - there is currently no administrative support. Patient Safety & Quality Manager (Acute Services) has successfully achieved a one year NICE scholarship - project is to undertake a review of the directorate's process for implementing standards and guidelines - to be completed by 31/03/2017. Regionally the WHSCT is to undertake a pilot of Sharepoint to ascertain if this system would be fit for purpose for the development of a regional information system for the management of standards and guidelines. HSCB are involved in this process and funding to support this initiative is currently being sought. There continues to be an urgent need to put in place a more effective information system for the logging, dissemination and monitoring of standards and guidelines. Corporate governance is currently designing an inhouse system until an appropriate regional solution is agreed.	MOD

ID	Opened	Principal objectives	Title	Des/Pot for Harm	Controls in place	Risk Owner	Progress (Action Plan Summary)	Risk level (current)
3515	14/11/2013	Provide safe, high quality care	Ineffective Cardiac Monitoring System in certain Wards/Departments in CAH and DHH	The current cardiac monitoring system is old and unable to monitor patients in various wards/departments in the hospital site given their physical location. Monitoring is not available for certain patients and patients then may be required to move to 1 North for monitoring unnecessarily.	Appropriate selection of patients for monitoring.		14.11.17 Waiting on decision to start work with the potential of relocating coronary care beds to the HDU in DHH. 1.12.16 No further update. 13.9.16 In relation to CAH telemetry, this has now been fully implemented in the main acute wards, cathlab, and delivery suite.DHH,is awaiting funding allocation. 27.05.16 - Work in CAH will be completed with 3 months time. Costing obtained in respect of DHH work and added to Capital Estates list for consideration. 1/3/16 Now in place residual witing being carried out. 14.07.15 - Replacement system purchased and installed. Estates undertaking wiring to ensure all acute areas are covered.	LOW
2422	13/10/2009	Provide safe, high quality care	Multiple training schedules for staff at Trust Level. Lack of resources to facilitate staff to go to training.	Staff unable to attend training due to multiple training schedules, therefore leaving ward short staff or staff not being updated. Mandatory requirements unable to be facilitated. With staff at training there is a potential risk of not providing safe high quality care to patients. It will deplete staff numbers at ward level therefore failure to meet the expected standards of care. This will apply pressure on colleagues who remain on the ward.	Ward Sister to manage off duty rotas and prioritise training needs/where there are high dependency levels responsibility of nurse in charge to assess situation and take decision on releasing staff for training/more flexible approaches to training eg delivered at ward level,e-learning etc.		23.9.17 - CMT remains challenging to achieve over 80% mainly due to 1- staffing challenges and 2 availability of training which is not 'online'. 1.12.16 No further update. 13.9.16 Awaiting update 27/5/16 - No change. 7/5/15 Ongoing issues remain with the number of training sessions being provided and the ability of ward Sisters to release staff to attend training due to workload and staffing pressures. The NEAT lead nurse team have commenced supporting nursing staff in medical and surgical wards providing essential written and verbal information and training to ensure patient care standards remain at a high level. With nurse revalidation commencing 15/16 it will become even more important to ensure that training is completed for all qualified nursing staff.	LOW
3956	30/04/2018	Safe, High Quality and Effective Care	Non-compliance with NCEPOD inspiration for the future	There are 21 recommendations for this NCEPOD Currently only fully compliant with 1 KPI. Patients who require Non Invasive ventilation have the potential to receive inadequate care as we are non compliant with 21 KPI	Established MuLti Disciplinary working group for the Trust. Established Sub groups to take forward key Indicators. Establish baseline and review in 6 months.			LOW
3936	03/01/2018	Be a great place to work	Lone Worker in Laboratory	Risk of harm to laboratory staff who may be working on their own to provide a critical service on the Daisy Hill site. There is risk to staff form adverse incidents including potential for sudden illness, accident or intruder with no immediate help at hand.	Out of hours entrances and exits are locked. Staff have access to phones and two-way radios that give the laboratory staff access to portering staff in case of an emergency. Single Pane windows upgraded. Personal Panic alarm system installed. Inner doors replaced / thumb turn removed.		7.3.18 Risk continues to be monitored	LOW
3975	28/08/2018	Provide safe, high quality care	Shortage of ED Consultants in DHH	Risk to service delivery and quality and safety of care provided due to shortage of ED Consultants in Daisy Hill Hospital (DHH)	Longer term high quality locums obtained with commitment for next 12 - 15 months. Change in shift times to ensure longer on the floor consultant cover at night Regional support from existing ED Consultants to fill gaps on rota. Escalation arrangement at CX level where necessary Daily review by Senior Management of night reports and follow up of issues. Interview skills evenings e.g. one held on 25/01/2018 for ED trainees (ST4+) in NI to showcase DHH and assist trainees with interview preparation.		DHH Pathfinder Project is currently being rolled out and will include new models of care, including the development of a new Direct Assessment Unit and a 5 Year workforce plan to strengthen staffing levels in DHH. 2. In 2017 there were 1.825wte Consultants in post in DHH. 3. The Trust is on target to achieve an additional 1.6wte Consultants by March 2019. A new Consultant (0.8wte) commenced post in Jan 18 and a further 2 applicants have applied for Consultants posts. Both have been interviewed and offered the posts and one has confirmed acceptance.	LOW
3929	12/12/2017	Provide safe, high quality careMake the best use of resources	Declaratory Orders for patients who lack capacity	Decisions sought from the court in those cases when someone lacks capacity and wherein a deprivation of liberty is likely to exist. The risk is that for those cases not taken to the court for a declaration order, there is a risk that the Trust could be challenged through judicial review for the best interests decisions it makes obo individuals without capacity.	Advice is that in all cases where a DoL is evident for individuals assessed as lacking capacity, the Trust should seek a decision from the court. This is neither achievealbe not affordable. This paper proposes that Multi-disciplinary teams agree only the most difficult cases are taken to the court for a decision.		7.3.18 Risk remains unchanged	LOW
3875	21/02/2017	Provide safe, high quality careSupport people and communities to live healthy lives and improve their health and wellbeing Make the best use of resources	The transfer of patient data outside the EEA.	Due to insufficient availability of Radiology Registrars within the Southern Trust the Radiology Department is unable to provide the service of reporting emergency CT scans for patients between 10.00pm and 9.00am daily. This problem has presented itself in the Northern and Western trusts where they also have insufficient staffing. They have addressed this issue by contracting an Independent Sector company. The Southern Trust has procured an Independent Sector company which will be contracted to report on the CT scans during the above hours. The images need to be performed within the Southern Trust and then transferred outside the EEA for viewimg and reporting. Reports will then be transferred to the Southern Trust PACS where they will be available to the referring clinician. It is during this process that there is a risk of data loss. The potential risk occurring during the transfer of images outside the trust is the loss of patient data. The risks have been assessed by BSO Legal Services, Trust Information Governance and IT. Due to the following mitigating factors it is believed this risk is of an acceptable level:-Reputable company with contracts ongoing in NHS England Company has DPA obligations in place and have been co-operative in responding to additional requests for clarification -Lack of alternative re processing of records -Consequences of a data breach (CT scan images) -Likelihood of a data breach -Impact on patient if breach occurred -Reputational damage to Trust if breach occurred - may be low - depending on number of records involved	Within the specification the following has been recorded: "3.11 Confidentiality / Intellectual Property Rights. Assurances must be provided to the Trust that data and digital images are secure at all times." Ongoing monitoring of images being sent and reports being returned will also be used to ensure there has been no loss of data.		21.02.17 Risk added to Acute Risk Register	VLOW

Stinson, Emma M

From: Gishkori, Esther [Personal Information redacted by the USI]
Sent: 26 November 2018 11:55
To: Reid, Trudy; Conway, Barry
Cc: Judt, Sandra
Subject: FW: CRR to Governance Committee - 6.12.2018
Attachments: Corporate Risk Register _ November 2018.docx

Dear Trudy and Barry,
Can I ask you to update as per your latest correspondence,
Many thanks
Esther.

From: Judt, Sandra
Sent: 26 November 2018 11:51
To: O'Neill, Helen; Gishkori, Esther; Conway, Barry
Cc: Gilmore, Sandra; Stinson, Emma M
Subject: RE: CRR to Governance Committee - 6.12.2018

Updated version of CRR attached.

I require your updates by return email please for inclusion in this week's SMT papers.

Thanks

Sandra

From: Judt, Sandra
Sent: 16 November 2018 14:47
To: Magwood, Aldrina; O'Neill, Helen; Gishkori, Esther; Trouton, Heather; Harney, Carmel; Khan, Ahmed; Toal, Vivienne; Conway, Barry
Cc: Gibson, Simon; P [Personal Information redacted by the USI] Gilmore, Sandra; Stinson, Emma M; Griffin, Tracy; White, Laura; Mallagh-Cassells, Heather
Subject: CRR to Governance Committee - 6.12.2018

As discussed at SMT this week, some further updates required to CRR mainly in relation to 'additional actions planned' section.

Please review and update in relation to your areas and return to myself by **Friday, 23rd November 2018** for inclusion in the Governance Committee papers.

Thanks

Sandra

Sandra Judt
Board Assurance Manager
SH&SCT
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CORPORATE RISK REGISTER

**Governance Committee
on 6th December 2018**

INTRODUCTION

The SH&SCT Corporate Risk Register identifies corporate risks, all of which have been assessed using the HSC grading matrix, in line with Departmental guidance. This ensures a consistent and uniform approach is taken in categorizing risk in terms of their level of priority so that proportionate action can be taken at the appropriate level in the organization. The process for escalating and de-escalating risk at Team, Divisional and Directorate level, is set out in the Trust's Risk Management Strategy.

Each risk on the Register has been linked to the relevant Corporate Objectives contained within the Trust's Corporate Plan 2017/18 – 2020/21 as detailed below:-

Corporate Objectives

- 1: Promoting safe, high quality care.
- 2: Supporting people to live long, healthy active lives
- 3: Improving our services
- 4: Making the best use of our resources
- 5: Being a great place to work – supporting, developing and valuing our staff
- 6: Working in partnership

Risk scoring is based on likelihood and impact as summarized in the Risk Assessment Matrix below.

Risk Likelihood Scoring Table					
Likelihood Scoring Descriptors	Score	Frequency (How often might it/does it happen?)	Time framed Descriptions of Frequency		
<i>Almost certain</i>	5	Will undoubtedly happen/recur on a frequent basis	Expected to occur at least daily		
<i>Likely</i>	4	Will probably happen/recur, but it is not a persisting issue/circumstances	Expected to occur at least weekly		
<i>Possible</i>	3	Might happen or recur occasionally	Expected to occur at least monthly		
<i>Unlikely</i>	2	Do not expect it to happen/recur but it may do so	Expected to occur at least annually		
<i>Rare</i>	1	This will probably never happen/recur	Not expected to occur for years		

Impact (Consequence) Levels					
Likelihood Scoring Descriptors	Insignificant(1)	Minor (2)	Moderate (3)	Major (4)	Catastrophic (5)
Almost Certain (5)	Medium	Medium	High	Extreme	Extreme
Likely (4)	Low	Medium	Medium	High	Extreme
Possible (3)	Low	Low	Medium	High	Extreme
Unlikely (2)	Low	Low	Medium	High	High
Rare (1)	Low	Low	Medium	High	High

OVERVIEW OF CORPORATE RISK REVIEW AS AT NOVEMBER 2018

LOW	MEDIUM	HIGH	EXTREME	TOTAL
0	3	7	0	10

The Corporate Risk Register has been reviewed by SMT on 3 occasions since the last Governance Committee meeting in September 2018, most recently on 28.11.2018. SMT has agreed:-

- Risk No. 3 - Inclusion of Stroke to the list of medical workforce shortage and vacancy specialties
- Risk No. 4 - Nursing workforce shortages to include Mental Health and Learning Disability In-patient units

SUMMARY OF CORPORATE RISKS AS AT NOVEMBER 2018

Risk No.	Risk Area/Description	Corporate Objective	Risk Rating	Page	Movement from last review
1	BSO Shared Services • Payroll/Travel • Recruitment • Lack of Data Processing Contract	1&4	MEDIUM	6	Unchanged
2	Cyber Security	1	HIGH	12	Unchanged
3	Medical Workforce shortages and vacancies	1	HIGH	18	Unchanged
4	Registered Nursing Workforce Shortages	1	HIGH	20	Unchanged
5	HCAI	1	HIGH	25	Unchanged
6	Deterioration of exposed concrete on building exterior, Daisy Hill Hospital	1	HIGH	27	Unchanged
7	Loss of electrical power to main hospital block, Craigavon Area Hospital	1	HIGH	28	Unchanged
8	Compliance with procurement and contract management guidance	1&4	MEDIUM	30	Unchanged
9	Breach of statutory duty of break-even in-year Destabilisation of services due to the inability to secure recurrent funding and over reliance on non-recurrent support.	4	MEDIUM	34	Unchanged
10	Clinical risk associated with inability to manage patient care within clinically indicated timescales	1	HIGH	36	Unchanged

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES

Previous Score: 9		RISK OWNER: Director of Finance & Procurement		
		DATE RISK ADDED: August 2016 Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls		How is it evidenced?
1	Shared Services Centre:- Payroll & Travel The risk that staff pay and travel reimbursements are inaccurate due to the control environment of the Business Services Organisation (BSO). This has the potential for financial hardship for staff, negative media attention and reputational damage for the Trust.	1. A range of KPIs have been agreed with BSO for each Trust which identifies where there has been improvement or deterioration and triggers appropriate action 2. The Trust has a process of reimbursing staff as quickly as possible once an underpayment is identified as quickly as is feasible 3. Once an overpayment has been identified, BSO enact the overpayments policy 4. Annual Internal Audits	Assistant Director of Finance Assistant Director of Finance Assistant Director of Finance Assistant Director of Finance	1. Monthly KPIs 2. Payroll data 3. Schedule of Overpayments and Recovery Plan 4. Internal Audit reports and action plans

		5. Regional audit of BSO Payroll Shared Services, currently twice a year	Assistant Director of Finance and Internal Audit	5. Audit reports and action plans
		6. Trust wide communication to all managers to remind all in respect of timely completion of paperwork	Assistant Director of Finance	6. Global communications
		7. Trust active participation in a number of regional groups to provide guidance, assistance and challenge to achieve necessary improvements	Finance Directorate	7. Minutes of meetings

Additional actions and timescales

1. Progress updates provided to Audit Committee and from October 2018 onwards, BSO have been asked to provide a written report in advance of each Audit Committee.
2. Ongoing review of Internal Audit recommendations. For those that are the responsibility of the Trust, they will be picked up and reported on at the IA Forum initially before going to Audit Committee.
3. Ongoing attendance at Customer Forums and Business as Usual meetings.
4. Ongoing attendance of Director of Finance at Customer Assurance Board which has been established to oversee 3 new payroll workstreams in an attempt to address the issues.

Likelihood: Likely (4)		RISK OWNER: Director of Human Resources and Organisational Development		
		DATE RISK ADDED: August 2016 Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
1	Shared Services Centre - Recruitment and Selection The delays in recruitment and selection pose a risk to service continuity for front line services	1. Implementation of an action plan to address a range of local resourcing issues over the next 12 months. 2. Use of Bank and Agency for short/medium term interim cover, where possible and subject to appropriate approvals. 3. Internal Audit reviews of RSSC and Trust Recruitment & Selection. 4. Trust participation at Head of Service / Assistant Director level in regional Strategic Resourcing Innovation Forum (SRIF), with 4 workstreams (Attraction and Retention; Performance Improvement; Selection; and	Head of Resourcing	1. Resourcing Operational Plan 2. Monthly Bank Block Booking and Agency reports 3. Internal Audit assurance reports 4. SRIF annual work plans and dashboard

		Systems) each with a 12-month workplan to deliver and report to HR Directors. 5. Bi-monthly customer forum and monthly operational review meetings with RSSC to escalate issues requiring to be addressed. 6. Establishment of an Operational Group within SRIF to meet monthly and develop/implement key service improvements. 7. Monthly KPI data shared with the Trust which identifies where there has been improvement or deterioration and triggers appropriate action. Trust management information reports issued to Directorates in relation to vacant posts. 8. Trust wide communications in relation to managers' roles and responsibilities for recruitment and selection, as well as associated Key Performance Indicators. 9. Alignment of Resourcing Team Leaders to support Directorates taking action to minimise any delays in the recruitment process in conjunction with RSSC		5. Minutes of Customer Forum 6. Minutes of Operational SRIF Group 7. Monthly RSSC Performance Reports and Directorate vacancy reports 8. Global communications to Trust managers, process documents and user guides
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		10. Development and introduction of new approach to reduce pre-employment checks for internal (Trust) appointments from October 2017 now implemented across the HSC from March 2018. 11. Development and launch of new HSC Recruitment and Selection Framework and associated guidance for managers 12. In-house recruitment days for various staff groups, supported by Trust Resourcing Team		10. Process documents for Pre-Employment checking process 11. HSC Recruitment and Selection Framework and associated communications/ guidance for Managers 12. Notes of Planning meetings/action plans
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Additional actions and timescales

1. Proposals developed by Strategic Resourcing Innovation Forum (SRIF) Operational Group for how pre-employment checks can be streamlined for appointees moving within the HSC. Agreed by HR Directors and currently being prepared for implementation in December 2018/January 2019.
2. Significant piece of work to be undertaken in conjunction with service directorates to further streamline corporate waiting lists and Trust approach to maintaining these – to be commenced by 31st January 2019. The start date for this has been delayed due to the need to divert resources to Transformation activity.
3. Further improvements to the depth and quality of management information produced from the E-Recruitment system – timescale dependent on progression of a 'Change Request' by the BSO Business Services Team, but likely to be by 31st March 2019. .
4. Collation of regular feedback from key stakeholders via bespoke software, throughout 2018/19, to ensure their continued engagement and involvement in the process of design and implementation of solutions.
5. Roll out of Recruitment and Selection skills training for managers by January/February 2019.
6. Upgrades to HSC recruitment website and launch of HSC 'branding' to increase applicant traffic to the recruitment website December 2018/January 2019.

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES				
Likelihood: Likely (4) Impact: Moderate (3) Total Score: 12 Risk Rating: MEDIUM Previous Score:12		RISK OWNER: Director of Performance and Reform		
		DATE RISK ADDED: August 2016 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
1	Shared Services Centre - Absence of a MoU or Agreement between the Trust (as the data controller) and the BSO (as the data processor) in relation to the processing of personal data of staff, patients and clients. This would have an impact if there were a data breach or dispute as there are no clear roles and responsibilities outlined by the Trust and BSO. The new DPA 2018 and Article 28 of GDPR places a clear responsibility on the Data Processor and this needs to be clearly documented and agreed by all parties. ICO guidance clearly states that there should be a contract in place between the Data Controller and Data Processor	- Both organisations adhere to the Data Protection Act 2018 and the ICT security framework. - This issue is on the e-health agenda for awareness and also on the SIRO regional meeting agenda. - BSO has provided a letter of assurance outlining the controls they have in place, but no signed agreement between the two organisations which needs to be progressed by the task and finish group.	Regional IGAG group chaired by the Department of Health SIRO regional forum and E-Health Programme Board	- Data Controller/Data Processor Task and Finish Group chaired by the Director of Human Resources in the BSO with Trust representatives - Legal advice has been sought by both BSO and the Trust to inform appropriate MoU/contract - discussion ongoing
Additional actions and timescales				
Agenda item for the Strategic Information Group which includes Information Governance issues. Trust is represented on this group.				

LINK TO CORPORATE OBJECTIVE - PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4) Impact: Major (4) Total Score: 16 Risk Rating: HIGH Previous score: 16 The National Cyber Security Centre (NCSC) has indicated that Cyber attack is very likely to affect the UK and is a high level National Risk		RISK OWNER: Performance and Reform Directorate (Cybersecurity Lead) While this risk will be led by P&R from a cybersecurity assurance perspective, this risk is a corporate risk requiring ownership by Directorates as follows: • Performance & Reform Directorate (in relation to assurance of 'technical' ICT DEFEND & RECOVER / back up processes) • Medical Directorate (in relation to lead role in assuring effective Emergency Planning) • Operational Directorates (in relation to assurance of effective Business Continuity Plans to RESPOND to potential incidents)		
		DATE RISK ADDED: July 2017 Reworded: June 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
				How is it evidenced?
2	The key risk emanating from a cyberattack is potential for significant business disruption . Information security across the HSC is of critical importance to delivery of care, protection of information assets and many related business processes. If a Cyber incident should occur, HSC information, systems and infrastructure may become unreliable, not accessible (temporarily or permanently), or compromised by unauthorised 3rd parties, including criminals.	1.REGIONAL: In the context of Northern Ireland, with a single Health and Social Care structure, and also a single HSCNI network, with Regional diagnostic services and NIECR, the impact in Northern Ireland of a cyber attack affecting the Network or Regional Data Centres has been assessed as potentially a National Civil Contingency (NCSC). Therefore, critical to managing risk at local level is the work progressed at regional level to mitigate risk through the <u>Cybersecurity Programme Board</u> and the extant policy and processes for <u>Regional Emergency Planning</u> led by the Chief Medical Officer.	1. Regional Cyber Security Programme Board (Trust Rep: Director P&R) established 2 nd May 2018. 2. Regional Cyber Security Officers Forum established in June 2018	Minutes of meetings Minutes of meetings

	This could result in unparalleled HSC-wide disruption of services due to the lack of/unavailability of systems that facilitate HSC services (e.g. appointments, admissions to hospital, ED attendances or diagnostic services such as Labs or NIPACs) or data contained within. This could lead to a range of impacts or core service areas for example: • Service disruption impacting on operational service delivery including waiting times, delayed urgent clinical interventions, suboptimal clinical outcomes etc. • Risks in the ability to deliver safe care in the community, for example, accessing electronic records for the c. 5,000 clients in receipt of domiciliary care. • Potential for unauthorised access to Trust systems or information (including clinical/medical systems), theft of information or finances, breach of statutory obligations. • This could potentially bring liabilities for the Trust including potential fines and reputational damage.	<u>2.LOCAL - TRUST LEVEL CONTROLS:</u> If information systems are not available, the Trust needs to consider contingencies to accessing information on patients, clients, care packages in the community etc Current controls to DEFEND, RESPOND and RECOVER are as outlined below.	Trust Internal Cyber Security Task and Finish Group has been established to take forward recommendations of internal reports as appropriate in line with regional Cyber Security Programme Board	Minutes of meetings
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Additional actions and timescales

1. DXC External Expert Report signed off by Cyber Security Programme Board on 9.11.2018. Workshop planned for 7.12.2018 to agree Action Plan planned by Regional Cyber Business Continuity Forum in 2018/19.
2. Regional “faux” cyber security exercises to test user behaviours, service continuity / disaster recovery plans.

There are three aspects to the management of this risk within the Trust, as outlined below.

		Key Current Controls	Who monitors the control?	How is it evidenced?
	1. DEFEND: To maximise the Trust’s technical defences to minimise the risk of a cyber attack;	1. <u>Technical Infrastructure</u> • HSC security hardware (e.g. firewalls) • HSC security software (threat detection, antivirus, email & web filtering) • Server / Client ‘Patching’ regime • 3rd party Secure Remote Access • Data & System Backups 2. <u>Policy, Process</u> • Regional and Local ICT/Information Security and Incident Management Reporting Policies and Procedures • Data Protection Policy • Change Control Processes • User Account Management processes • Disaster Recovery Plans • Awareness raising	Head of IT Quarterly Reporting to Governance Committee	IT Self-Assessment against NCSC10 Steps (I) IT Audit (I) Technical Risk Assessments, or Penetration Tests (E) FourSys (Network Security Expert) Report May 2017 (E) Awareness sessions held in August and September 2017, as well as a cyber assimilated event in January 2018. Action plan to be followed up by Cyber Task and Finish Group. Phishing Exercise undertaken and findings reported to SMT

		Resources – 2017/18 -SMT agreed financial resources to support additional capacity into ICT defence including: 2 wte Band 6 and 1 wte Band 7 to support progress of Priority 1 actions from IA and Foursys report. The Band 7 and 1 Band 6 are now in post. One post remains vacant.	Head of IT	Global emails, 'SIRO says' campaign highlighted in desktop messages and Southern-I to raise awareness Dedicated Cyber Security posts in place to date – 1 Band 7 and 1 Band 6.
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Additional actions planned and timescale

The following recommendations remain to be addressed to maximise technical defences (subject to identification of necessary capital and revenue resources):

Priority 2:

Patch Management
Vulnerability Scanning
Managing User Privileges
Incident Management
Monitoring

Priority 3:

Secure Messaging
Education and Awareness

Mandatory cyber security training for all staff

Despite improvement system patching regimes, a number of machines within the Trust are running a high risk due to unsupported operating systems that are no longer patched by Microsoft (list available on request) as per Informatics Divisional Risk Register. Switchboards to be replaced in December 2018.

		Key Current Controls	Who monitors the control?	How is it evidenced?
	2.RESPOND: Services to consider how they would deliver safe and effective care in the event of diagnostics, appointment and client information being unavailable and plan for this;	1. Policy, Process – Operational Services • Emergency Planning & Service/Business Continuity Plans • Corporate Risk Management Framework, Processes & Monitoring • Regional & Local Incident Management & Reporting Policies & Procedures <u>2, User Behaviours - influenced through:</u> • Induction Policy • Mandatory Training Policies, particularly Information Governance • HR Disciplinary Policy • Professionals Academic training includes DPA • Contract of Employment • 3rd party Contracts / Data Access Agreements • Communication and Awareness	Emergency Planning Team – Medical Directorate Cyber Security Task and Finish Group Human Resources and Organisational Development, Education, Learning and Development/Line Managers Corporate Policy Review Group Assistant Director Informatics	Business Continuity Plan – logs Minutes of meetings Corporate Mandatory Training reports Corporate Policies
Additional Actions planned and timescale Business Continuity Plans need to be updated by all services to plan for a cyber attack. A Cyber Task and Finish Group, led jointly by the SIRO and Medical Director to ensure this is progressed. Terms of Reference approved by SMT.				

		Key Current Controls	Who monitors the control?	How is it evidenced?
	3. RECOVER: To test and improve 'Back up and Recovery' of critical information systems in the Trust and BSO to be assured that in the event of a cyber attack, data can be recovered by IT as quickly as possible to minimise impact on services.	There are 3 levels of restore available PC Level; Application and Server. PC restore is fully tested; Application level and Server restore require agreement to bring down specific systems which has not yet been performed in the Trust. However there have been system upgrades and outages that have required the IT team to restore. Therefore there is some level of intelligence for a range of applications and servers.	IT Controls Assurance Board (CAB) meets weekly	Minutes and full audit trail from LanDesk.
Additional Actions Planned and Timescale Some Applications and Servers require Full Restore Testing. Task & Finish Group to agree applications to be tested and a schedule of downtime - October 2018.				

CORPORATE OBJECTIVE: PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Almost Certain (5)		RISK OWNER: Director of HROD and Medical Director		
		DATE RISK ADDED: July 2015 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Four weekly		
				How is it evidenced?
3	Risk to Patient safety due to medical workforce shortages and vacancies within some specialties including: • Emergency Medicine • Radiology • General Medicine • Acute Medicine • Paediatrics • Stroke • Intensivists • Trainee doctors	1. Monitoring of vacancy position through Medical Staffing and Directorates 2. Analysis and improvement of recruitment and advertising strategies 3. Locum agencies to fill gaps 4. Collaborative working with other Trusts, when required 5. Independent Sector 6. Greater use of alternative roles through advanced practitioners – nursing and AHPs 7. International recruitment 8. Escalation of pressures to HSCB and DOH 9. Adverts now include a sentence asking for expression of interest from doctors who would wish to apply for Consultant posts, but are not yet eligible. A formal log is being kept. 10. Trust is currently involved in training of Physician Associate Students, and	Director of HROD Medical Director	1,2,3,7 Papers to SMT

		have appointed first qualified PA 11. Regional support from existing ED Consultants was agreed in principle to fill gaps on rota if at a critical point. Escalation arrangement at Chief Executive level where necessary 12. Expansion of Clinical Co-ordinators in the out-of-hours period to improve the trainee experience of FY1s.		
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Additional Actions Planned and Timescale

1. Ongoing efforts to increase capacity of internal banks/locums to reduce reliance on expensive agency locums. Update on ED Clinical Fellows presented to SMT on 15th August 2018.
2. Work to progress to determine if Clinical Fellow model could be expanded into Medicine from February 2019.
3. Directors of Human Resources and Medical Directors met on 10th August to discuss medical workforce issues relating to payment rates, and standardising across HSC. Director of Human Resources in Northern Trust is leading a regional workstream to review these issues with first meeting taking place on 22 November 2018.
4. Transformation Implementation Group (TIG) process for medical recruitment in place to seek to avoid further destabilisation of Trust services through greater collaboration – this involves the Medical Directors information sharing details of any new posts that they plan to advertise with their regional counterparts for information purposes.
5. The Southern Trust has revised its guidance for Consultants Covering Absent Colleagues and is currently reviewing the rates payable which will hopefully be agreed by SMT and LNC by the end of November 2018. This could result in more internal cover being offered from within the Trust.
6. A meeting took place with NIMDTA and the Medical Director's Office to discuss the critical shortfall in Junior Trainee Doctors since 1st August 2018. NIMDTA is currently carrying out an exercise to establish the funding associated with all training posts and specialties.
7. The Southern Trust has offered four Physician Associates 'New Graduate Year' posts with these individuals commencing in post around March 2019. Two will be based in Daisy Hill Hospital in Medicine and ED and 2 will be based in Craigavon in Haematology and Care of the Elderly.

CORPORATE OBJECTIVE: PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Almost Certain (5)		RISK OWNER: Interim Director of Nursing , Midwifery and AHP's		
		DATE RISK ADDED: April 2015 Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
4	i) There is a risk to the consistent provision of high quality nursing care due to a shortage of Registered Nurses and Midwives across all Directorates within the Trust.	1. Escalation processes are in place within each Directorate to respond operationally to immediate Registered Nurse shortages 2. Pilot to implement safe care as part of Health Roster across 4 wards in Craigavon Area Hospital 3. Use of bank and agency to support required staffing levels 4. Open registration to Nurse Bank 5. International recruitment	Operational Assistant Directors Assistant Director Nursing Workforce , Development and Training and Operational Assistant Directors Operational Assistant Directors and Head of Resourcing Nurse Bank Manager Assistant Director Nursing Workforce , Development and Training	1. Twice daily review at Operational patient safety meetings. 2. Health Roster data 3. Information on shift fill rates 4. HR information 5. HR recruitment information

		6. Open advertisement for Band 5 Registered Nurses with interviews taking place on a 2-3 weekly basis 7. Recruitment activities, such as jobs fairs, local and across the UK. 8. SHSCT staff also continue to engage with students, both within universities and whilst on placement, to encourage consideration of SHSCT as an employer. 9. Preceptorship and induction programmes in place for new employees with optional rotation scheme for newly qualified staff 10. SHSCT continues to work with Department of Health to influence an increase to the supply of Registered Nurses 11. Increase the numbers allocated to Open University training scheme for mental health and adult nursing inclusive of the overall increase in training places.	Head of Resourcing Assistant Director of Nursing Workforce Development & Training Assistant Director of Nursing Workforce Development & Training Assistant Director of Nursing Workforce Development & Training Executive Director of Nursing and Assistant Director of Nursing Workforce Development & Training Assistant Director of Nursing Workforce Development & Training	6. HR Information 7. Executive Director of Nursing Directorate records 8. Executive Director of Nursing Directorate records 9. Executive Director of Nursing Directorate records 10. Increase of 200 places across nursing and midwifery since 2016 11. Executive Director of Nursing Directorate records
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	ii) There is a risk to the continued safe, high quality nursing care in Mental Health and Learning Disability In-patient Units. Bluestone/Dorsy and Gillis.	• Standing item on SMT agenda • Directors Oversight group to oversee and co-ordinate actions • Workforce analysis being undertaken to determine what is safe levels of staffing linked to bed capacity • Short term workforce plan in place up to December 2018 with assessment indicating a need for a longer term plan beyond December 2018 due to the lack of supply of registered nurses globally • Longer term plan for Bluestone workforce, including Dorsy, to be finalized, costed and presented to SMT. To include a proposal for a formal out of hours "on call" process. • Other workforce solutions currently conducted are: approaches to the recently retired workforce, scoping of available registered Nurses in other teams.	Interim Executive Director of Nursing & AHPs; Interim Director of Mental Health and Disability; Acting Assistant Director for Mental Health and Assistant Director Nursing Workforce, Development and training	• Structures, Systems in place for Workforce, escalation processes, patient flow and wider model review • Workforce review structure in place with short term recommendations implemented and long term recommendations being progressed. • Draft ToR Patient flow /Dorsy • Patients notes regarding observations with date of discharge agreed. • Service Improvement Manger staff feedback report • Emails and minutes of staff side engagement • Escalation process established.
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		• Redeployment of staff interested in working in the In-Patient Units from routine elective community teams as unsustainable following this • Proposal to use agency staff from UK • Patient flow sub-group for Learning Disability being established. • Clinical review of high use of clinical observations to mitigate against challenging behaviours exacerbated by the environment • Immediate interim actions to increase senior nursing decision-making 24/7 (Band 6 uplifts) • Ongoing engagement with staff side and staff • Escalation process and template within and outside of the hospitals being refreshed • Further risk of loss of resource in relation to transformation initiatives		
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		• Compassionate care training • Support for staff. Regional Actions • Regional Workforce meetings with DoH • Regional meetings with RQIA • Pending HSCB/PHA led Regional Review of Acute Mental Health In-patient Beds and Models of care to support patient flow		• Minutes of meetings “
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Additional Actions Planned and Timescale

1. Review and refresh of Health Roster across Acute Services – by March 2019
2. Pilot implementation of Safe Care across 4 Acute Wards – launch 22nd November 2018
3. Review of optimisation of bank availability, as part of Health Roster – by March 2019
4. SHSCT will review capacity to support the additional students in line with the increase in pre-registration nursing places by Department of Health and launch of new Nursing and Midwifery Council pre-registration standards. Work has commenced and new Standards will be implemented in NI in September 2020
5. SHSCT has received additional funding from Department of Health to increase the number of staff accessing the Open University (OU) Pre-Registration Nursing Programme (Adult and Mental Health). A total of 35 staff are currently on the programme across years 1-4
6. Review of learning from Project Retain which took place in 2 Trust wards in 17/18.
7. Trust nursing workforce strategy in development. Due to be completed March 2019.

CORPORATE OBJECTIVE: PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Possible (3)		RISK OWNER: Medical Director		
		DATE RISK ADDED: June 2011		
		Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
5.	Risk to patient safety due to the potential to develop a healthcare acquired infection	1. Strong leadership through the existing governance framework of the Strategic and Clinical Forum meetings 2. Isolation of patients with transmittable infections and those who are immunocompromised 3. Robust handwashing processes 4. Comprehensive cleaning policies and procedures 5. Awareness of appropriate antibiotic prescribing	Medical Director Relevant Operational Director Lead Nurse, IPC Assistant Director – Functional Support Services Consultant Microbiologist	1. Provision of monthly assurance to Trust Board 2. Use of IPC checklist within ED. Policy on isolation of patients 3. Monthly presentation of audit data 4. Regular environmental cleanliness audits 5. Presentation of data on antibiotic usage

	Increasing emerging infections (CPE/VHF)	1. Ongoing ward rounds relating to antibiotic stewardship 2. Isolation and active screening of patients transferring from other hospitals, or history of admission within the last 12 months	Consultant Microbiologist Relevant Operational Director	1. Use of IPC checklist within ED. 2. Policy on isolation of patients
Additional actions planned and timescale				
Trust 3 year IPC Strategy detailing the 10 elements of delivering safe care was approved by Trust Board in October 2018. An implementation plan is now in place and the actions required to deliver the 10 elements are being progressed The VHF Management Plan has been progressed and is planned for completion by end of January 2019.				

CORPORATE OBJECTIVE: 1 – PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4) Previous score: 16		RISK OWNER: Director of Finance, Procurement and Estates		
		DATE RISK ADDED: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
6.	Deterioration of exposed concrete on Daisy Hill Hospital building exterior, leading to detachment of concrete debris with a risk of loss of life / injury to service users, public and staff	1. Hammer tests carried out in October 2017 and March 2018 in order to remove loose debris. To be carried out on a minimum 6 monthly basis. 2. Temporary 'heras' fencing erected in order to create a barrier between the building and main pedestrian areas 3. Erection of scaffold (with brick catcher) and netting to underside of first floor level of phase one building in an attempt to help mitigate the risks caused by spalling concrete.	Assistant Director of Estates	1. Records available in Estates 2. Visible on site 3. Visible on site
Additional Actions Planned and Timescale				
1. Regular inspections of the structure in the short term, removal of loose concrete and suitable concrete repairs as per Taylor & Boyd LLP Report (2018). It is noted that this will not mitigate the o/a risk and deterioration will still occur. 2. 6 monthly hammer tests being carried out to remove any loose areas of concrete – next due September 2018 3. On 11.07.2018, SMT approved revenue funding of £400k to carry out interim structural repairs to the concrete heads and lintels as recommended by the Structural engineer. Estates Capital Works are now taking these works forward and plan to have completed by 31.03.2019. (This should provide the Trust 7-10 years to implement a long term solution involves over cladding and window replacement, to a value of circa £2,000,000)				

CORPORATE OBJECTIVE 1 – PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4)		RISK OWNER: Director of Finance, Procurement and Estates		
		DATE RISK ADDED: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
7.	Loss of electrical power (LV) to main CAH hospital block leading to a significant interruption to services with a risk of loss of life and/or serious harm to patient(s).	1. Competency of estates staff in carrying out emergency electrical switching and regular dummy runs do deal with various scenarios 2. Estates Operations have a formal CAH fixed breaker emergency plan in place and electrical staff have been trained in how to deal with various scenarios. Copies of the document have been placed in the main switchrooms 3. Presently, estates have an identical fixed breaker on site which can be fitted if there is a failure. This eliminates the 6 week delivery delay experienced in 2017. This breaker will still take at least 8 hours to fit once the switchboard was isolated.	Assistant Director of Estates	1. Experience and training of Estates colleagues 2. Printed document in Estates office and electrical switchrooms 3. Spare circuit breaker on-site in Stores electrical switchroom.

		4. Use of mobile phones if VOIP telephony system is lost		4. Business continuity arrangements
Additional actions planned and timescale				
<u>Phase 1a</u> New dual 2.0MVA transformers in Energy Centre (for future CT scanner). If one of the fixed breaker in the Stores switchboard fails these transformers will provide a mains supply to Maternity & Ward-N. However, if there is another fault or general mains failure there will not be a standby generator to provide power. To mitigate this risk, in the event of a fixed breaker failure and this transformer was called on, a mobile generator could be hired within a few days to provide extra resilience. Approximate cost: £700k + 15% fees = £805k Funding to be sourced from DOH in year 2018/19. <u>Phase 1b</u> New 2.0MVA generator in Energy Centre and internal fuel tanks. This will provide standby generator power for the new transformers in the Energy Centre and give it the resilience necessary to be a clinically-rated supply. Approximate cost: £800k + 15% fees = £920k Funding to be sourced from DOH in year 2019/20. <u>Phase 1c</u> Replace Stores switchboard containing 4no. fixed breakers with a new board containing withdrawable breakers. This will require the switchboard to be isolated for one month and should only be done once the 2.0MVA transformers are installed in the Energy Centre and have standby generator backup. Approximate cost: £115k + 15% fees = £132k Funding to be sourced from DOH in year 2019/20.				

CORPORATE OBJECTIVES: 1 & 4 – PROMOTING SAFE, HIGH QUALITY CARE & MAKING BEST USE OF RESOURCES

		RISK OWNERS: All Directors		
		DATE RISK ADDED: July 2011 Reworded: August 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
8.	i) Failure to comply with general procurement and contract management Department of Health guidance resulting in lack of assurance regarding VFM / risk of legal challenge	1. Oversight by Trust Procurement Board, now reporting to Trust Board sub-committee from 2018/19 onwards 2. Use of COPEs by Trust – PALS and CPD - HP 3. PALS KPIs reported quarterly to the Trust 4. Internal audit assignments consider procurement and contract management arrangements in annual audit programme	Director of Finance Director of Finance Director of Finance Director of Finance	1. Meets at least three times per year and provides Annual report to Trust Board Annual monitoring of Direct Award Contracts by Audit Committee 2. PALS and CPD – HP both attend Trust Procurement Board 3. Minutes of meetings of Trust Procurement Board 4. IA reports, minutes of Audit Committee meetings

	ii) Failure to comply with social care procurement guidelines 2018/19 resulting in lack of assurance regarding VFM/ risk of legal challenge / sector instability	5. PALS liaison post in place, procurement advice and guidance available on sharepoint, training provided 1. Oversight by Trust Procurement Board, now reporting to Trust Board sub-committee from 2018/19 onwards 2. Assistant Director of Performance & Improvement member of regional social care procurement Implementation Board, reporting to Regional Procurement Board 3. Use of COPE by Trust – PALS - SCPU for <u>above</u> threshold procurement; in line with regionally agreed procurement plan. 4. Trust has dedicated procurement officer who works under 'Influence' of SCPU for any agreed deviations from plan to meet local need	Director of Finance Director of Finance Director of Performance & Reform/Director of Finance “	5. CAG training – April 2018 Contract management training – Feb/March 2018 EProcurement training quarterly 1. Social care procurement standing agenda item on Trust Procurement Board 2. Social care papers shared with Trust Procurement Board as appropriate 3. PALS Head of SCPU attends Trust Procurement Board 4. Internal procurement work plan in place
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	iii) Failure to manage social care /domiciliary care/voluntary sector contracts to ensure safe and effective care delivery to clients and VFM	5. Trust has Contract Initiation Documentation process in place to regulate award of contracts under threshold. 6. New under threshold service contracts are being procured by Trust staff under influence of SCPU. 1. Domiciliary Care Oversight Group in place to provide focus to domiciliary care specific contract management. 2. Professional Head of IS contracts for Domiciliary Care in Place to provide oversight on quality arrangements. 3. Independent Sector Governance group in place, cross programme and profession (finance, contracts, safeguarding, governance and operational) to review contract management issues in the regulated sector 4. Approach to guide consistent approach to performance management of contracts in place	All Operational Directors Director of Performance & Reform/ Operational Directors Director of Older People and Primary Care/ Director of Finance Director of Older People and Primary Care	5. Protocol in Place 6. Internal procurement work plan in place. 1. Terms of Reference in place and Minutes of Meeting 2. Internal review/validation of payments in the domiciliary care sector conducted in 2017/18 for 6 largest providers 3. Terms of Reference in place and Minutes of Meeting Internal Audit review of contract management in 2018/19 4. Standard Operating Procedures
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		5. Director of Older Peoples Services member of regional Review Group and SHSCT local Review Group in Place to review learning from CoPNI report (Dunmurry Manor)	Director of Older People and Primary Care	5. Terms of Reference in place
		6. Action plan in place to consider learning from Console Review for voluntary sector	Director of Finance / Older People and Primary Care	6. Action Plan in Place

Additional actions planned and timescale

i) General

- Director of Finance will bring revised Procurement Strategy to Trust Board Autumn 2018.
- Amended TOR of Trust Procurement Board to be considered at September TPB.
- Revision of controls assessment process for non pay commissioning in 2018/19 in line with DOH circular – March 2019
- Development of composite KPIs for procurement, including Pharmacy, Estates and Social care – 2018/19 workplan
- A paper will be brought to SMT September 2018 for consideration of investing in additional resource to provide contract management training to Trust staff.

ii) Social Care

- Trust to further develop approach to below threshold procurement, working with other HSC organisations during 2018/19.

iii) Social care /domiciliary care/voluntary sector

- Proposal for additional monitoring arrangements to be developed in 2018/19. Trust action plan in place arising from CFS review and validation exercise.
- Action plans in place for 6 providers to be worked through in 2018/19.
- Review of Terms of Reference for IS Governance Group
- Recommendations from workstreams to be brought forward in 2018/19
- Additional work to examine potential use of benchmarking to establish VFM in social care contracts to be undertaken in 2018/19.
- Roll out of regionally agreed assurance framework for voluntary sector providers to be considered in 2018/19
- Review of structures for contract management to be undertaken

CORPORATE OBJECTIVE: Making Best Use of Resources				
Likelihood: Likely (4)		RISK OWNERS: Operational Directors		
		DATE RISK ADDED: Reworded: July 2018		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
9	i) Breach of statutory duty of break-even in-year	1. Draft Financial Strategy has been developed and agreed with Directors 3. Formal financial monitoring system in place including forecasting year-end outturn 4. Chief Executive accountability meetings with Directors at least 3 times annually 5. Monthly financial accountability meetings between budget-holders and finance	Director of Finance Director of Finance Chief Executive All Directors	1. Monthly financial performance detail reports to all budgetholders Monthly reporting to SMT, Trust Board, HSCB and Department of Health 2. Monthly monitoring returns prepared for issue to DoH and HSCB 3. Minutes of meetings and agreed action plans 4. Minutes of meetings and agreed action plans

	ii) Destabilisation of services due to the inability to secure recurrent funding and over reliance on non-recurrent support.	1. The continual update of the Trust's recurrent deficit and reporting of same to HSCB/ Department of Health 2. Work has commenced on planning for 2019/20	Director of Finance Director of Finance/ Department of Health/HSCB	Trust Delivery Plan, Monthly monitoring returns, Board Papers Minutes of SFF and DoF
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Additional actions planned and timescale

i) Breach of statutory duty of break-even in-year

- The Director of Finance is working with the HSCB and DoH in order to secure clarity on the possibility of additional funding support to ameliorate emerging pressures. Due to complete in advance of final TDP submission end of August 2018.
- Director of Finance reviewing the robustness of the emerging pressures and to the extent that they might crystallise in year. Due to be completed in advance of final TDP submission end of August 2018.
- Final Financial Strategy to be presented at August 2018 Trust Board for approval.
- Finance will carry out a mid-year hard close – October/November 2018

ii) Destabilisation of services due to the inability to secure recurrent funding and over reliance on non-recurrent support

- Director of Finance is continuing to work with HSCB and Department of Health in relation to the capitation inequity gap. Work during 2017/18 financial year secured a nil general savings target for the Trust going into 2018/19. All Directors continue to raise this with professional leads at HSCB/PHA and Department of Health – Ongoing.

CORPORATE OBJECTIVE: 1 – PROMOTING SAFE, HIGH QUALITY CARE				
Likelihood: Likely (4)		RISK OWNER: Director of Acute Services		
		DATE RISK ADDED: November 2010 Reworded: August 2017		
		TIMESCALE FOR REVIEW OF CONTROLS: Monthly		
Risk No.	Risk Description	Key Current Controls	Who monitors the control?	How is it evidenced?
10	Clinical risk associated with inability to manage patient care within clinically indicated timescales. Risk associated with: i) inability to diagnose/assess/treat new red flag and new urgent patients within clinically indicated timescales	Assistant Director and Heads of Service meetings Monthly cross Divisional Performance meeting for identification of risk Monthly Directorate SMT Performance and Governance meetings for escalation and review of risk management Monthly External Performance meetings with Health and Social Care Board to account for performance and highlight risks in relation to patient safety and long waits 1. Prioritisation of capacity to red flag and urgent demand in the first instance 2. Mechanism in place for triage and identification of red flag and urgent new patients	Heads of Service/ Assistant Directors Assistant Directors Director and Assistant Directors Director and Assistant Directors Assistant Directors Heads of Service	Notes and actions from meetings Reports, minutes and actions from meetings “ “

		3. There are mechanisms to monitor at patient tracking level, red flag referrals and agreed process for escalation 4. Monthly Assistant Director Cancer and Divisional Performance meetings to review/escalate situations where risk presents in managing patients within their clinically indicated timescales. Risk Assessments completed as appropriate and options developed for management of same. 5. There are mechanisms to monitor the waiting times for new urgent patients. 6. There is a mechanism in place to ensure that a risk assessment is undertaken prior to cancellation of urgent or red flag patients 7. There is weekly monitoring information in place to assist with oversight and identify and escalate those requiring prioritisation.	Operational Service Leads/Heads of Service Heads of Service/Assistant Director Operational Service Leads/Heads of Service “ Operational Service Leads/Heads of Service	Cancer tracking team escalate via email to Operational Service Leads/Heads of Service at each stage of the 62day cancer pathway for those patients who are not progressing and may breach. Each breach is discussed at the monthly cancer performance meeting Divisions have submitted non recurrent bids to address these backlogs. It is discussed on a monthly basis with the each division and the performance team. Weekly reports
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		8. Daily monitoring of cancellations of urgent or red flag patients – inpatient and day cases	“	
	ii) Review or planned assessment/treatment waiting beyond the clinically indicated timescales	There are mechanisms in place to categorise reviews into urgent and non urgent There is monthly monitoring information in place to assist with oversight and identify and escalate those requiring prioritization Monthly Head of Service Specialty meetings to review/escalate situations where risk presents in managing patients within their clinically indicated timescales and risk assessments undertaken as appropriate	Assistant Directors “ Head of Service/Assistant Directors	Minutes of meetings and actions
	iii) Reporting of diagnostic testing beyond the clinically indicated timescales	Prioritisation of capacity to accommodate red flag and urgent reporting in the first instance There is a mechanism in place for identification of red flag and urgent new patients Additional contracted capacity for reporting in place - imaging		

		There is weekly and monthly monitoring information in place to assist with oversight and identify key areas where diagnostics remain unreported and escalate those requiring prioritization		
Additional Actions Planned and Timescale				
Non-recurrent funding as available will be allocated to provide additional activity to areas to address the risk associated with inability to manage patient care within clinically indicated timescales The Trust will continue to re-direct any available internal resources to areas of greatest risk Ongoing engagement with clinicians in respect to what is a clinically acceptable wait for urgent patients with processes in place for monitoring of same at operational level Review of performance management arrangements ongoing with establishment of new cross divisional performance meeting (September 2018)				



Interview with Esther Gishkori 12.2.18

**PRESENT: Dr J Johnston
Trudy Reid**

Introductions

Dr Johnston explained his clinical history, he retired as an Anaesthetist in 2015, he was an Associate Medical Director in the Belfast Health and Social Care Trust. More recently he is working for the Department of Health developing the Regional Morbidity and Mortality electronic system

The review of this Serious Adverse Incident (SAI) is not part of his role working for Department of Health, Dr Wright (Medical Director for Southern Health and Social Care Trust (SHSCT)) requested Dr Johnston to lead SAI

Dr Johnston stated the interview was in relation to triage aspect within the Trust and more particularly Mr O'Brien, he was aware may be other issues, however was not aware of the specifics, his remit was only to review triage. This was his second meeting

Mark Haynes was advising regarding clinical issues and Dr Rankin had been interviewed

Dr Johnston stated the triage issue could have been on-going for 25-25 years

Mrs Gishkori said she took up post in August 2015. She was aware that Mr O'Brien was very instrumental setting up system and that General Practitioner referrals were to the Surgeon of the Week (SOW) who triaged referrals again with specialist eye into Red Flag, Urgent and Routine. Followed on through, the SOW does this and that was in place.

Mrs Gishkori had a discussion with Mr E. Mackle Associate Medical Director (AMD) and Mrs H Trouton Assistant Director (AD) who highlighted they were concerned regarding Mr O'Brien not following the rules, despite being instrumental.

A letter written was written to Mr O'Brien at this time.

Mrs Gishkori reviews complaints, looks for trends. One complaint was from a patient, not complaining about O'Brien, but stating he had been phoned personally by Mr O'Brien regarding to admission to hospital, the complaint was why was a bed not available. Mr O'Brien did his own thing. The Trust had systems and processes in place for admissions, but this was outside expected processes.

Dr Johnston stated Mr O'Brien was not triaging but was phoning patient to come in

Mrs Gishkori Mr O'Brien was warned he was not following system and processes. He loves theatre would stay all day. She was aware when Mrs Corrigan found a pile of un-triaged letters. There was a look back exercise, all the letters were in the AMD office, approximately 500 letters were found in November/December. Mr O'Brien was on leave.

Dr Johnston asked about the informal triage default process circulated in March 2014 Mrs Gishkori stated this was a process to make sure no one was missed, SOW was still to triage letters.

Dr Johnston asked what is informal- Default they are put on the list Mrs Gishkori highlighted it was a system set up to be belt and braces

Dr Johnston stated the belt and braces should be urologist triages and correct if a GP refers patients under the wrong category. Dr Johnston stated in November 2015 Mrs A Carroll alerted staff to this process. Tell me about this?

Mrs Gishkori stated it is most important, Urology waiting times Fundamental people are seen about approximate time

- Not sure if it is in the guidelines for urology
- Other specialities do not triage
- Mr O'Brien set this up himself
- Not found the GP got it wrong, the problem was he got 500 in

Dr Johnston noted the letter from Mrs A Carroll went out to other specialities

Mrs Gishkori stated same specialities go on the GP category. Mr O'Brien set the system up & was very aware of the process. Specialist take their view, they are the specialists.

Dr Johnston stated if this is true this speciality was not triaging 25 – 25 years

Mrs Gishkori stated practice cannot be faulted, it did not ring bells. Mr Mackle wrote to Mr O'Brien telling him to follow the process, he told Mrs Gishkori about the letter.

Dr Johnston highlighted Mr O'Brien had been spoken to by Dr Rankin on several occasions about other issues including triaging. He asked if Mrs Gishkori you ever interview him?

Mrs Gishkori stated no, when came to light went Mr O'Brien was off Personal Information. The AMD (?which Dr McAlister ?) & Dr Wright – set out clearly to Mr O'Brien the roles and responsibilities expected. The Head of Service was to monitor, and if there was a backlog sat with him and worked until complete. Helped work it out with the oversight committee, the AMD and Dr Wright. There was a look back exercise. Mrs Gishkori then decided a Serious Adverse Incident review was needed.

Dr Johnston asked if Mrs Gishkori was not aware of informal triage

Mrs Gishkori stated nothing comes to her notice if everything is going right

Dr Johnston asked if Mrs Burns had handed over this issue

Mrs Gishkori stated she got no hand over from Mrs Burns, she picked things up. Mr O'Brien only came on radar when Mr Mackle highlighted Mr O'Brien was just slow, there was an acceptance he was slow. Mr O'Brien has an indigent non acceptance of processes

Dr Johnston –asked when did you become aware of the triage problem

Mrs Gishkori stated she become aware of triage when Mrs Corrigan (HOS) found the letters

Dr Johnston Highlighted, SAI requested at end January 2016, Mr T Glacken letter – December 2016 highlighting three issues

Mrs Gishkori stated he triage what he wanted and always did, she was aware of everything from finding 500

Dr Johnston questioned Mrs Gishkori again about the presence of informal process – accepted that noncompliance was expected. In addition this process has not been about addressing noncompliance.

Dr Johnston said an SAI recommendation is that there should be secondary triage. He stated this Trust does not get the importance of triage.

Mrs Gishkori stated after we knew this was an issue, we put a process in place to monitor. It worked for others except the one person who chose not to follow it.

Dr Johnston discussed electronic system etc. and asked if GP does not triage will it make a difference

Mrs Gishkori stated letters will not come in and sit in a drawer, there won't be paper This will be flagged

Dr Johnston – Individual monitoring within 72 hours. Is it with 72 hours in the Integrated Elective Access Protocol (IEAP)

Mrs Gishkori stated yes. It works for everyone else

Dr Johnston was this escalated up higher

Mrs Gishkori stated the Oversight Committee was informed. The Chief Executive was informed. Health and Social Care Board (HSCB) knew due to performance on 62 cancer pathway. The Chair of this organisation Mrs R Brownlee heard about this from Mr O'Brien. She stated she was nearly sure a non-executive director was asked to look at this. Mrs Brownlee did mention it.

Mrs Gishkori stated we have had no problem with others and should not change the system from this one person.

One person did not follow rules

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Dr Johnston stated by not managing this it put other patients at risk

Mrs Gishkori stated there was no structured Governance team at the time.

Dr Johnston asked if Mrs Gishkori was happy now that individuals are making sure that triage not being missed.

Mrs Gishkori stated yes, however she was not sure the individual will not slip. He has trouble keeping up with the pace. Mrs Corrigan (HoS) has a good relationship with Mr O'Brien; we are here to support and help. We have a duty of care to patient & he must. The individual was not following system

Mrs Gishkori highlighted very little now does not meet Red Flag

Dr Johnston stated in the 500 few should have been Red Flag, a small proportion needed Red Flagged

Mrs Gishkori stated the is non acceptance that has not done anything wrong
His strength is that he helps in difficult cases

Dr Johnston asked can't keep up with the pace, there are 10 referrals per day?

Mrs Gishkori Monitoring so we assess, there is constant pressure

Dr Johnston asked if Mrs Gishkori had any questions –

- She will see draft and have opportunity to respond
- Obstetrics and Gynaecology referrals worked with electronic system with an electronic banner
- There are some GP practice issues to review

Stinson, Emma M

From: Reid, Trudy Personal Information redacted by the USI
Sent: 08 December 2016 08:42
To: Gishkori, Esther
Cc: Stinson, Emma M
Subject: FW: URGENT : Governance reports
Attachments: Verbal and Physical Abuse Incidents by Location, Incident date (Financia....xlsx; SV Action plan SAI template.docx; GUIDELINESforthemangementofpatientsindicatingopiatergencyndrome.pdf ; Methadone.jpg; Methadone.docx; SOP Part 15 OST.DOCX; Approved report 13.5.16.docx; Complaints report communication detail.xlsx; Quality of Treatment and Care.xlsx; Patient Falls by Site, Location and Month - 01 April 2016 to 30 November....xlsx; Live SAI's under investigation as at 7.12.16 for esther.xlsx; FINAL CSCG Governance Paper December 2016.pdf; Governance Report Information for Esther.docx

Dear Esther some information for governance meeting, I will print the high level info

Trudy

Directorate of Acute Services
Verbal and Physical Abuse Incidents by Location, Incident date (Financial Quarter) and grouped by Sub Category

	12/13 Q1	12/13 Q2	12/13 Q3	12/13 Q4	13/14 Q1	13/14 Q2	13/14 Q3	13/14 Q4	14/15 Q1	14/15 Q2	14/15 Q3	14/15 Q4	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2	16/17 Q3	16/17 Q4	Total
Abuse by the staff to the patient	1	1	2	3	1	1	0	0	0	0	1	1	3	1	1	2	2	0	1	0	21
1 North Cardiology	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
2 North Resp/Medical	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
2 South Stroke	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
4 South	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Emergency Department	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	2
ED Majors	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2
Delivery Suite, CAH	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
ENT Clinic	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Female Medical, Level 5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Female Surgical/Gynae	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
General Male Medical, Level 5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
ICU (HDU)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
MAU	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Recovery Unit	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Trauma Ward	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
X-ray Dept (Radiology)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Abuse etc of Staff by patients	74	106	150	159	105	113	91	142	107	137	113	114	84	102	89	94	171	153	72	0	2176
1 East Maternity Antenatal	2	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
1 North Cardiology	6	2	0	7	1	5	3	2	1	1	0	6	2	3	5	3	0	2	2	0	51
1 South Medical	4	15	10	14	10	6	6	13	12	10	9	10	3	8	12	23	13	13	7	0	198
1 West Gynae	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	4
2 East Midwifery Led Unit	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	3
2 Medical	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	3
2 North Haematology	0	2	2	3	0	6	5	0	4	3	0	0	1	1	0	2	1	0	0	0	30
2 North Resp/Medical	1	1	0	4	3	1	0	7	6	3	8	1	0	1	2	3	5	1	1	0	48
2 South Medical	0	0	0	4	0	3	1	0	4	3	8	0	2	15	7	6	1	3	3	0	60
2 South Medical/Stroke	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
2 South Stroke	1	4	4	3	2	6	0	2	0	0	0	5	6	1	2	1	9	3	1	0	50
2 West Maternity Post Natal	1	3	0	1	0	0	1	0	2	0	1	1	0	1	0	0	0	0	0	0	11
3 South	0	1	1	1	0	2	2	2	4	0	1	5	1	3	1	2	2	3	1	0	32
4 North	0	3	12	28	2	4	2	0	3	10	4	6	1	1	6	2	12	1	0	0	97
4 South	0	1	14	5	2	0	1	0	5	0	1	0	1	0	1	0	1	3	0	0	35
Admissions/Assessment Unit	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	6
Emergency Department	8	6	11	14	7	9	5	15	7	4	3	8	3	6	5	1	3	7	0	0	122
ED Clinical Decisions Unit	1	3	1	5	6	2	2	0	3	1	5	4	0	3	1	4	2	2	1	0	46
ED Majors	12	7	15	7	8	8	14	11	8	26	16	18	14	11	8	8	24	20	5	0	240
ED Minors	1	2	1	2	2	4	5	4	5	7	7	4	2	2	2	3	5	5	0	0	63
ED Resus	0	0	1	2	5	8	4	1	2	2	1	3	7	3	2	2	4	3	3	0	53
ED X-ray	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Antenatal Clinic	0	0	0	0	0	1	0	1	0	0	1	1	0	0	0	0	0	1	1	0	6
Audiology Clinic	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Basement	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	2
Bronte Ward	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Cardiology Clinic	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Car Park/Grounds	1	0	0	0	1	2	0	1	2	1	2	0	0	2	2	1	0	0	0	0	15
Cardiology Research	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Coronary Care Ward, Level 5	5	2	5	12	8	5	0	3	4	1	4	2	1	0	0	0	3	2	10	0	67
Corridor/Stairs	0	0	1	2	3	1	0	1	0	2	2	1	0	0	0	0	0	1	0	0	14
CT Scanner	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	3
Day Clinical Centre	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	2
DEAW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
Dermatology Clinic	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2
Daisy Hill Resource Centre	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Day Procedure/Day Surgery Unit	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	3
Delivery Suite, CAH	1	1	0	1	0	0	1	1	1	1	0	2	1	0	0	2	0	0	0	0	12
Early Pregnancy Problem Clinic	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Entrance/Exit	0	1	1	1	1	2	0	4	2	1	4	0	1	0	1	0	0	2	0	0	21
Finance Dept	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Female Medical, Level 5	0	1	10	2	0	1	2	3	0	3	9	6	2	0	1	3	5	3	0	0	51
Fracture Clinic	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Female Surgical/Gynae	0	1	0	1	0	0	0	0	0	2	0	0	1	0	3	0	2	4	0	0	14

General Surgery Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Gillis Memory Centre	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
General Male Medical, Level 5	2	8	7	11	2	5	5	3	3	10	6	7	4	3	5	2	7	16	8	0	114
SAUCS (GPOOH) Craigavon	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
ICU (HDU)	0	0	0	0	3	2	0	1	1	0	0	3	1	2	0	2	0	3	0	0	18
Lift	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Maternity Ward	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
MAU	10	26	30	13	20	15	17	24	17	13	11	9	13	17	9	8	37	32	15	0	336
MEC	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Health Records	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Mental Health Department	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Minor Injuries Unit	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	3
MRI Unit	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Male Surgical/HDU	2	4	7	2	6	3	1	2	1	1	1	1	2	6	0	0	16	2	0	0	57
General Outpatients Reception/Waiting Area	0	1	1	0	0	1	0	0	0	0	0	0	2	0	0	1	0	0	0	0	6
Orthopaedic Ward	0	0	0	0	0	0	1	0	0	0	0	1	0	0	2	1	1	0	0	0	6
Occupational Therapy Dept	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Physiotherapy Outpatients Department	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Paediatric Ward	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	3
Pharmacy Dispensary	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	5
Portadown HSSC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Ramone Ward	0	0	1	0	0	3	1	0	0	0	0	0	1	2	0	0	0	0	0	0	8
Reception/Waiting Area	3	1	2	1	1	2	2	2	4	6	1	2	0	0	1	1	0	0	0	0	29
Recovery Unit	0	0	2	1	2	1	1	0	0	3	1	2	1	1	1	1	3	3	2	0	25
Rehabilitation, Level 4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Surgical Assement Unit	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Silverwood Ward	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
4 NORTH STOMA CLINIC	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Stroke / Rehab	0	3	2	7	0	2	1	27	1	12	4	0	5	2	1	5	0	9	4	0	85
Switchboard	0	0	0	0	0	0	0	2	2	1	1	0	1	3	1	0	1	0	0	0	12
Theatre	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Public Toilets	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
Tower Block	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Trauma Ward	0	1	3	1	0	1	3	0	1	2	2	1	2	3	4	1	5	1	1	0	32
Trauma/Orthopaedic Theatre	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
General OutpatientsTreatment Room	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Winter Pressures Ward(Ramone)	0	0	0	0	0	0	0	1	0	0	0	3	0	0	0	2	4	1	1	0	12
X-ray Dept (Radiology)	2	1	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0	8
Totals:	75	107	152	162	106	114	91	142	107	137	114	115	87	103	90	96	173	153	73	0	2197

Directorate of Acute Services
Verbal and Physical Abuse Incident Listings 01.04.12 - 30.11.16.

ID	Incident date	Time	Site	Division	Loc (Exact)	Category.	Sub Category	Adverse event	Severity	Description	Action taken	Lessons learned	Approval status	Closed
6603	01/04/2012	0435	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI			Approved	13/04/2012
6618	02/04/2012	1145	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Moderate				Approved	
6673	04/04/2012	0830	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	01/05/2012
6690	05/04/2012	0535	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Moderate				Approved	25/04/2012
6740	06/04/2012	2000	Daisy Hill Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	20/07/2012
6743	07/04/2012	1820	Craigavon Area Hospital	MUC	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant				Rejected	
6773	10/04/2012	1000	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant				Approved	22/04/2012
6805	12/04/2012	0101	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	12/04/2012
6848	12/04/2012	1400	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	02/05/2012
6868	14/04/2012	1800	Craigavon Area Hospital	IMWH	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Patient spoken to by consultant and head of midwifery. Staff were reminded of the zero tolerance policy. Documentation reviewed and staff advised to document all interactions and care given.	Approved	29/05/2012
6855	14/04/2012	0040	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Moderate				Approved	16/04/2012
6886	15/04/2012	1000	Craigavon Area Hospital	IMWH	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Patient spoken to by consultant and head of midwifery. Staff were reminded of the zero tolerance policy. Documentation reviewed and staff advised to document all interactions and care given.	Approved	29/05/2012
6914	16/04/2012	1810	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Major				Approved	17/04/2012
6942	17/04/2012	1530	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor				Approved	08/05/2012
7107	23/04/2012	1930	Daisy Hill Hospital	FSS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor				Approved	08/05/2012

7112	23/04/2012	2240	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	
7171	25/04/2012	2210	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Major			Approved	26/04/2012
7173	26/04/2012	0000	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Rejected	27/04/2012
7922	27/04/2012	1930	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	18/06/2012
7364	02/05/2012	1700	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	04/07/2012
7339	02/05/2012	0645	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	04/07/2012
7333	02/05/2012	0330	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Racial	Minor			Approved	17/05/2012
7397	03/05/2012	1845	Daisy Hill Hospital	IMWH	Maternity Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Patient fully assessed by midwifery and medical staff and undischarged not felt to be suffering any significant mental illness. Patient did admit that when she raised her voice her mood wasn't the best at that time but subsequently improved.No further documented issues with this patient. Community midwife updated.	Approved	15/05/2012
7411	04/05/2012	0505	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Insignificant			Approved	08/05/2012
7406	04/05/2012	0520	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	10/07/2012
7407	04/05/2012	0520	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	01/06/2012
7455	05/05/2012	0900	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	04/07/2012
7457	05/05/2012	0630	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	04/07/2012
7570	07/05/2012	0400	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Insignificant			Approved	16/05/2012
7518	08/05/2012	0700	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Insignificant			Approved	16/05/2012
7499	08/05/2012	0400	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Insignificant			Approved	21/05/2012
7590	09/05/2012	1900	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Moderate			Approved	11/05/2012

7587	10/05/2012	0855	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	16/05/2012
7640	12/05/2012	0100	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Insignificant			Approved	16/05/2012
7637	12/05/2012	0200	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	18/05/2012
7657	13/05/2012	0140	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Insignificant			Approved	16/05/2012
7778	13/05/2012	2120	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/05/2012
7666	13/05/2012	2030	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Clear understanding and explanation of the visiting policy should have been provided and any exceptions /agreements reached recorded in the patients notes so as consistency over the times could have been reached with the patients family.	Approved	18/06/2012
7780	16/05/2012	1900	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	18/06/2012
7775	16/05/2012	1859	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	21/05/2012
7802	18/05/2012	1030	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/06/2012
7833	20/05/2012	0150	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	28/05/2012
7924	23/05/2012	0820	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	08/06/2012
7927	23/05/2012	1830	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		patient has dementia but patients family are unwilling to accept the diagnosis that has been made.	Approved	18/06/2012
8517	24/05/2012	1230	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Continue to support staff and provide ongoing counselling as required	Approved	13/06/2012
8038	28/05/2012	0250	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	18/06/2012

8102	29/05/2012	0920	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	18/06/2012
8230	03/06/2012	0020	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	18/06/2012
8260	04/06/2012	0400	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		patient was acutely psychotic and physical cause of her conditin had to be excluded before transfer .	Approved	08/06/2012
8263	05/06/2012	0410	Craigavon Area Hospital	MUC	2 South Medical/Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/06/2012
8325	06/06/2012	1115	St Lukes Hospital	FSS	Gillis Memory Centre	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Racial	Insignificant			Approved	15/06/2012
8316	07/06/2012	0400	Daisy Hill Hospital	FSS	Surgical Assement Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/06/2012
8348	08/06/2012	0200	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Disruptive, aggressive behaviour - other	Minor			Approved	08/06/2012
8417	10/06/2012	0940	Craigavon Area Hospital	MUC	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients		Minor			Approved	28/09/2012
8441	11/06/2012	2300	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/07/2012
8434	11/06/2012	1800	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/07/2012
8484	12/06/2012	2145	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		Staff member came to no harm.	Approved	22/06/2012
8475	12/06/2012	0830	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/07/2012
8482	13/06/2012	0130	Daisy Hill Hospital	MUC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/08/2012
8485	13/06/2012	0155	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	26/06/2012
8526	13/06/2012	1930	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Moderate			Approved	03/07/2012
8527	13/06/2012	2000	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/03/2013
8530	14/06/2012	0300	Craigavon Area Hospital	MUC	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	01/10/2012
8570	14/06/2012	0900	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	12/07/2012
8580	15/06/2012	0215	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Person did not gain access to delivery suite and left No harm to patient or staff.	Approved	14/09/2012
8629	17/06/2012	1330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/07/2012

8775	17/06/2012	1330	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	25/06/2012
8638	17/06/2012	0405	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/06/2012
8666	19/06/2012	0130	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	22/06/2012
8718	20/06/2012	1430	Daisy Hill Hospital	SEC	Health Records	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	27/06/2012
8812	23/06/2012	2220	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Staff were spoken to in relation to this incident, and advised that individual circumstances need to be taken into account.	Approved	26/09/2012

8864	26/06/2012	0200	Craigavon Area Hospital	FSS	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	26/06/2012
8866	26/06/2012	0200	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/07/2012
8998	30/06/2012	0615	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	18/07/2012
20581	30/06/2012	1400	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
9143	03/07/2012	2300	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/07/2012
9192	03/07/2012	1300	Craigavon Area Hospital	FSS	Silverwood Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	16/07/2012
9242	09/07/2012	0130	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/07/2012
9279	09/07/2012	1700	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/07/2012
9317	11/07/2012	0630	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		taff acted accordingly atex recorded due to abuse and patient removing equipment to stabalise eck prior to x ray results	Approved	20/07/2012
9345	11/07/2012	2200	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/07/2012
9349	11/07/2012	2200	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/07/2012
9378	13/07/2012	2050	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	17/07/2012
9379	14/07/2012	0430	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	20/07/2012
9446	17/07/2012	0600	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/08/2012
9514	18/07/2012	2320	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/07/2012

9562	20/07/2012	1320	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Midwife's to be confident in dealing with difficult situations Staff advised to inform lead midwife /security if any difficult situations. Ensure that staff have a witness to the abuse and document in patient chart.	Approved	15/11/2012
9543	20/07/2012	0510	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	30/08/2012
9542	20/07/2012	0215	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	30/08/2012
9732	21/07/2012	0000	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	12/08/2012
9604	21/07/2012	1030	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Baby was checked by paed prior to discharge but advised that baby remain in ward until the following day, however mother was a Person patient who was deemed competent in caring for baby signed CTMA form. No adverse event noted	Approved	15/11/2012
9654	23/07/2012	2130	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/07/2012
9660	23/07/2012	2350	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/07/2012
9614	23/07/2012	0135	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/07/2012
9618	23/07/2012	0130	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor			Approved	10/08/2012
9662	23/07/2012	2130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/08/2012
9733	24/07/2012	0110	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	07/08/2012
9708	24/07/2012	1100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	25/07/2012
9663	24/07/2012	0500	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	25/07/2012
9756	26/07/2012	1100	Craigavon Area Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/09/2012
9849	27/07/2012	0500	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	30/07/2012
9771	27/07/2012	0445	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/08/2012

9797	27/07/2012	1900	Daisy Hill Hospital	MUC	General Outpatients Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	03/08/2012
9850	29/07/2012	0130	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	30/07/2012
9821	29/07/2012	0140	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
9899	30/07/2012	1955	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	01/08/2012
9971	02/08/2012	2315	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/08/2012
10055	06/08/2012	2200	Craigavon Area Hospital	MUC	Admissions/Assessment Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	18/09/2012
10054	07/08/2012	0015	Craigavon Area Hospital	MUC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/09/2012
10091	07/08/2012	2340	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/08/2012
10090	08/08/2012	0015	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	21/09/2012
10133	08/08/2012	0015	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/09/2012
10134	09/08/2012	0400	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	29/08/2012
10220	11/08/2012	2046	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	
10248	11/08/2012	0100	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor		One off incident and no evidence of deviation from normal practice.	Approved	27/02/2013
10282	14/08/2012	0738	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/09/2012
10346	15/08/2012	1615	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012

10348	15/08/2012	1830	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	31/08/2012
10367	15/08/2012	1200	St Lukes Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	20/05/2014
10354	15/08/2012	2215	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10353	15/08/2012	2215	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10387	16/08/2012	2035	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	29/08/2012
10420	17/08/2012	1930	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/08/2012
10450	18/08/2012	2240	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/08/2012
10449	18/08/2012	2025	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	
10443	18/08/2012	2230	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/09/2012
10431	18/08/2012	1315	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	21/08/2012
10476	18/08/2012	2015	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10451	19/08/2012	0300	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/08/2012
10505	20/08/2012	2100	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	
10507	21/08/2012	0705	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/09/2012
10545	21/08/2012	0720	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	22/08/2012
10506	21/08/2012	0230	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	30/08/2012

10504	21/08/2012	0250	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI		Approved	04/09/2012
10570	22/08/2012	1805	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/09/2012
10815	24/08/2012	2230	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Midwife tried to address the issue at the time and patient appeared happier following incident	Approved	06/12/2012
10627	24/08/2012	1900	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff to refer to the management of violent and aggressive patients. Local mediation should used at the time to manage the situation. Training may be required.	Approved	06/12/2012
10654	25/08/2012	1930	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10640	25/08/2012	1130	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/08/2012
10661	25/08/2012	1100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10655	26/08/2012	1000	Community	FSS	SAUCS (GPOOH) Craigavon	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/09/2012
10657	26/08/2012	1000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10656	26/08/2012	1000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10706	28/08/2012	2210	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	29/08/2012
10707	29/08/2012	0130	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	29/08/2012
10775	30/08/2012	0000	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	06/09/2012
10774	30/08/2012	2115	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	

10886	31/08/2012	2110	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	10/09/2012
10813	31/08/2012	2110	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10854	31/08/2012	1400	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/09/2012
10824	01/09/2012	1830	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10831	01/09/2012	1400	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10823	01/09/2012	1900	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/09/2012
10829	02/09/2012	0140	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	27/09/2012
11012	02/09/2012	0530	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/09/2012
10841	02/09/2012	1400	Craigavon Area Hospital	PHARM	Pharmacy Dispensary	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	01/11/2012
10840	02/09/2012	1400	Craigavon Area Hospital	PHARM	Pharmacy Dispensary	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	01/11/2012
10947	05/09/2012	1200	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/09/2012
10960	05/09/2012	1748	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/09/2012
10976	05/09/2012	2350	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/09/2012

11061	07/09/2012	2045	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI		Approved	02/10/2012
11069	08/09/2012	1750	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	02/10/2012
11090	09/09/2012	1345	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/09/2012
11197	13/09/2012	0645	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	14/09/2012
11268	14/09/2012	1900	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/09/2012
11308	16/09/2012	2345	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	25/09/2012
11306	16/09/2012	2335	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	17/09/2012
11312	16/09/2012	0130	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/09/2012
11305	17/09/2012	0125	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	17/09/2012
11385	17/09/2012	2345	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/09/2012

11347	17/09/2012	2115	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	I was tending to a patient on the ward when another patient (DHH028875) approached me. He was very agitated and verbally aggressive. As I tried to reassure him, he lunged at me and deliberately scratched my right forearm with his nails. This caused a bleeding scrape on my arm.	I removed myself from the area. Wound cleansed and covered. Clinical Coordinator A. Porter informed. She in turn contacted A+E. Advised no tetanus required.		Approved	
11307	17/09/2012	0100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI			Approved	25/09/2012
11348	18/09/2012	0000	Daisy Hill Hospital	MUC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	03/12/2012
11373	18/09/2012	1200	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	19/09/2012
11384	19/09/2012	0135	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major				Approved	02/10/2012
11492	22/09/2012	1030	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	01/10/2012
11519	23/09/2012	1915	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	27/09/2012
11505	23/09/2012	0900	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant				Approved	26/09/2012
11512	23/09/2012	1500	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	24/09/2012
11631	27/09/2012	1315	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	26/10/2012
11648	27/09/2012	2115	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	19/10/2012
11852	28/09/2012	0300	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	05/10/2012
11792	03/10/2012	2015	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	17/10/2012
11836	04/10/2012	1715	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant				Approved	05/10/2012
11839	05/10/2012	0145	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate				Approved	22/11/2012
11876	05/10/2012	2205	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	30/10/2012
11886	06/10/2012	1645	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	30/10/2012
11897	06/10/2012	2205	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor				Approved	
11877	06/10/2012	0630	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	26/10/2012
11881	06/10/2012	1120	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	10/10/2012
11887	06/10/2012	1640	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor				Approved	30/10/2012

11910	07/10/2012	1700	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	12/10/2012
11926	08/10/2012	0840	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	08/10/2012
11925	08/10/2012	0045	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/10/2012
12070	11/10/2012	2015	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/10/2012
12123	12/10/2012	2030	Daisy Hill Hospital		Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	29/10/2012
12190	14/10/2012	0735	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	17/10/2012
12176	15/10/2012	0315	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/10/2012
12205	17/10/2012	0525	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/12/2012
12238	17/10/2012	0520	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	22/01/2013
12203	17/10/2012	0355	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	22/01/2013
12310	19/10/2012	0100	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	26/11/2012
12374	19/10/2012	1900	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients		Minor			Approved	22/10/2012
12278	19/10/2012	0100	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		phone.	Approved	04/03/2014
12333	21/10/2012	0200	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	09/11/2012
12335	21/10/2012	0150	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Insignificant			Approved	25/10/2012
12458	24/10/2012	2000	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	25/10/2012

12476	24/10/2012	1750	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	31/10/2012
12496	25/10/2012	1020	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	26/10/2012
12463	25/10/2012	0230	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/10/2012
12576	29/10/2012	0815	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	29/10/2012
12577	29/10/2012	0910	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	29/10/2012
12583	29/10/2012	1335	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	29/10/2012
12619	30/10/2012	1420	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	01/11/2012
12636	30/10/2012	1130	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/10/2012
12613	30/10/2012	1305	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2012
12611	30/10/2012	1210	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2012
12603	30/10/2012	0200	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2012
12604	30/10/2012	0745	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2012
12612	30/10/2012	1250	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2012
12602	30/10/2012	0200	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2012
12621	30/10/2012	1420	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	07/12/2012
12615	30/10/2012	1340	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	07/11/2012
12658	31/10/2012	0300	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	01/11/2012
12623	31/10/2012	0245	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	28/01/2013
12657	31/10/2012	0250	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	01/11/2012
12684	01/11/2012	2345	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/11/2012

12672	01/11/2012	1410	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI		Approved	
12688	02/11/2012	0030	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	02/11/2012
12690	02/11/2012	0108	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	02/11/2012
12701	02/11/2012	1500	Craigavon Area Hospital		1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/11/2012
12751	04/11/2012	1800	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	05/11/2012
12757	04/11/2012	2150	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/11/2012
12755	04/11/2012	2030	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/11/2012
12761	05/11/2012	0345	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/11/2012
12762	05/11/2012	0300	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	22/11/2012
12771	05/11/2012	0310	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/11/2012
12826	06/11/2012	1700	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	07/11/2012
12827	06/11/2012	1900	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	07/11/2012
12824	06/11/2012	1600	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	07/11/2012
12801	06/11/2012	1040	Craigavon Area Hospital	CCS	General Outpatients Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	14/11/2012
12825	06/11/2012	2000	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	09/11/2012
12834	07/11/2012	0745	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor			Approved	16/11/2012
12831	07/11/2012	0250	Craigavon Area Hospital	IMWH	1 West Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		Patient was unsuitable to out-lie, bed manager aware and patient transferred back to ward 4 North.	Approved	16/01/2013
12878	07/11/2012	0750	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	08/11/2012
12829	07/11/2012	0300	Craigavon Area Hospital	IMWH	1 West Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		No injury to staff member and declined offer to go to A+E. Patient not a suitable candidate to out-lie.	Approved	16/01/2013

13161	07/11/2012	0800	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major	Irrelevant information redacted by the USI		Approved	16/11/2012
12835	07/11/2012	0815	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	16/11/2012
12843	07/11/2012	1100	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		4- meeting with FAC & SEC - please see previous IR1 as same detail . S/N to be referred to OH	Approved	16/11/2012
12876	08/11/2012	0200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/11/2012
12907	08/11/2012	2150	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/11/2012
12879	08/11/2012	0150	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	08/11/2012
12908	08/11/2012	2320	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	26/11/2012
12909	08/11/2012	2330	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	14/11/2012
12906	09/11/2012	0100	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	22/01/2013
12950	10/11/2012	1407	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	12/11/2012
12945	10/11/2012	0015	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	12/11/2012
13019	12/11/2012	2100	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	13/11/2012
13201	13/11/2012	0715	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	28/11/2012
13052	13/11/2012	2018	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	14/11/2012
13054	13/11/2012	2130	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	14/11/2012
13144	15/11/2012	2230	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	24/12/2012
13145	15/11/2012	2230	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	24/12/2012
13517	15/11/2012	2230	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	28/11/2012
13198	17/11/2012	1650	Craigavon Area Hospital	IMWH	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		ood informal resolution at ward level	Approved	03/05/2013
13180	17/11/2012	0530	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	04/12/2012
13184	17/11/2012	1100	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/11/2012
13233	17/11/2012	1500	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	19/11/2012

13216	18/11/2012	1300	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	23/01/2013
13252	18/11/2012	1530	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/11/2012
13254	18/11/2012	2245	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	20/11/2012
13310	21/11/2012	1000	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	30/11/2012
13339	21/11/2012	1815	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13316	21/11/2012	1215	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13336	21/11/2012	1550	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13346	22/11/2012	0130	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13348	22/11/2012	0230	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/11/2012
13352	22/11/2012	0615	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	22/11/2012
13396	22/11/2012	2246	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	26/11/2012
13350	22/11/2012	0215	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	
13401	23/11/2012	0430	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	31/12/2012
13436	23/11/2012	2115	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13440	23/11/2012	2120	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	23/01/2013

13434	23/11/2012	1920	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	26/11/2012
13433	23/11/2012	1145	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/12/2012
13487	24/11/2012	0150	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13452	24/11/2012	1910	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	26/11/2012
13441	24/11/2012	0315	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	23/01/2013
13442	24/11/2012	0200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	28/01/2013
13451	24/11/2012	1820	Craigavon Area Hospital	FSS	2 East Midwifery Led Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13459	24/11/2012	1900	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	28/11/2012
13496	26/11/2012	1130	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13504	26/11/2012	1150	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/11/2012
13485	26/11/2012	0200	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	
13581	28/11/2012	1215	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/12/2012
13604	28/11/2012	2145	Craigavon Area Hospital	CCS	Theatre	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	14/03/2013
13607	29/11/2012	0045	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	29/11/2012
13646	29/11/2012	2330	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/12/2012
13606	29/11/2012	0100	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	10/12/2012
13654	29/11/2012	1500	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/12/2012
13655	30/11/2012	0230	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	30/11/2012
13647	30/11/2012	0200	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	07/12/2012

13648	30/11/2012	0200	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	10/12/2012
13711	01/12/2012	1500	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	03/12/2012
13707	01/12/2012	2330	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/12/2012
13813	03/12/2012	2340	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	04/03/2014
13759	04/12/2012	0200	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	10/12/2012
13764	04/12/2012	0230	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	04/12/2012

13775	04/12/2012	1135	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI		Approved	10/12/2012
13865	06/12/2012	0750	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	22/01/2013
13838	06/12/2012	0145	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	06/12/2012
13917	07/12/2012	1230	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	22/01/2013
13873	07/12/2012	0800	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	10/12/2012
13948	09/12/2012	0450	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	29/01/2013
13950	09/12/2012	0450	Daisy Hill Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/12/2012
13962	10/12/2012	0015	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor			Approved	28/12/2012
13964	10/12/2012	0019	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/12/2012
14053	11/12/2012	1830	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor			Approved	13/12/2012
14096	12/12/2012	2300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	22/01/2013

14060	12/12/2012	0150	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI		Approved	13/12/2012
14196	14/12/2012	0125	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	31/12/2012
14261	17/12/2012	1940	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/12/2012
14264	17/12/2012	2125	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/12/2012
14265	17/12/2012	2304	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/12/2012
14295	18/12/2012	1951	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	31/12/2012
14293	18/12/2012	1850	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/12/2012
14294	18/12/2012	1830	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Minor			Approved	02/01/2013
14330	20/12/2012	0000	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	22/01/2013
14411	22/12/2012	1915	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/01/2013
14427	23/12/2012	2000	Community	FSS	SAUCS (GPOOH) Craigavon	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/12/2012
14515	25/12/2012	0730	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	28/12/2012

14493	27/12/2012	0215	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	31/12/2012
14597	31/12/2012	1130	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	31/12/2012
14596	31/12/2012	1145	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	31/12/2012
14628	02/01/2013	0100	Craigavon Area Hospital		1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/01/2013
14656	03/01/2013	0240	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/01/2013
14740	04/01/2013	2300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	22/01/2013
14735	04/01/2013	2335	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/05/2013
14737	04/01/2013	0315	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	07/01/2013
14742	05/01/2013	1100	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	14/01/2013
14738	05/01/2013	0400	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/01/2013
14750	05/01/2013	2235	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	22/01/2013
14736	05/01/2013	0200	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	07/01/2013
14749	05/01/2013	2249	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
14770	06/01/2013	2012	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	07/01/2013
14771	06/01/2013	2055	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	07/01/2013
14780	06/01/2013	2100	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	22/01/2013
14758	06/01/2013	1004	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
14773	06/01/2013	2335	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
14775	06/01/2013	2115	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	22/01/2013
14778	06/01/2013	2115	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	22/01/2013

14811	07/01/2013	2230	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI		Approved	22/01/2013
14776	07/01/2013	0455	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	11/03/2013
14774	07/01/2013	0250	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	15/03/2013
14809	07/01/2013	2335	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
14835	08/01/2013	1645	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	22/01/2013
14837	08/01/2013	1700	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	
14846	09/01/2013	0340	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	29/01/2013
14847	09/01/2013	0340	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	29/01/2013
14881	09/01/2013	2145	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
14932	10/01/2013	2330	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/01/2013
14929	10/01/2013	1815	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
14938	11/01/2013	0100	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	11/01/2013
14986	11/01/2013	2030	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	14/01/2013
14992	12/01/2013	2240	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	21/02/2013
14977	12/01/2013	0855	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	14/01/2013
14981	12/01/2013	0900	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	31/01/2013
14996	12/01/2013	2342	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/01/2013
14995	13/01/2013	0100	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	21/02/2013

15014	13/01/2013	1130	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI		Approved	21/01/2013
15054	14/01/2013	2100	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	03/04/2013
15046	14/01/2013	1730	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff member advised not to attempt personal care of patients alone and always wait for assistance of another staff member.	Approved	31/01/2013
15072	14/01/2013	2115	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	21/01/2013
15175	19/01/2013	0115	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/01/2013
15220	21/01/2013	0900	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Insignificant			Approved	21/01/2013
15295	22/01/2013	1930	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	
15309	22/01/2013	1230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	31/01/2013
15293	22/01/2013	1430	Craigavon Area Hospital	FSS	MEC	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/01/2013
15296	22/01/2013	2040	Craigavon Area Hospital	FSS	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/01/2013
15343	23/01/2013	2330	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	03/04/2013
15385	23/01/2013	2320	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/03/2013
15297	23/01/2013	0210	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/01/2013
15444	27/01/2013	2045	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	05/03/2013
15440	27/01/2013	1530	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/02/2013
15571	30/01/2013	1630	Lurgan Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	04/02/2013
15629	01/02/2013	2200	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor			Approved	19/02/2013
15630	02/02/2013	0300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/02/2013
15633	02/02/2013	1155	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	11/03/2013
15644	03/02/2013	0430	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	04/02/2013
15646	03/02/2013	0145	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	26/04/2013
15665	04/02/2013	0600	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	15/02/2013

15701	04/02/2013	2330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	05/03/2013
15814	05/02/2013	1345	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	19/02/2013
15742	06/02/2013	0314	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/02/2013
15745	06/02/2013	0200	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Minor			Approved	19/02/2013
15789	07/02/2013	1000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/03/2013
15887	10/02/2013	2030	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	11/02/2013
15969	11/02/2013	2300	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	26/04/2013
15960	12/02/2013	1500	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013
16002	13/02/2013	2330	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	11/03/2013
16017	13/02/2013	1650	Daisy Hill Hospital	CCS	Physiotherapy Outpatients Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/02/2013
16004	14/02/2013	0200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	19/02/2013
16061	15/02/2013	1430	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	05/03/2013
16076	16/02/2013	0330	Craigavon Area Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	29/07/2013
16097	16/02/2013	0340	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	11/03/2013
16096	17/02/2013	0015	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	11/03/2013
16126	17/02/2013	0640	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/03/2013
16236	20/02/2013	0900	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	05/03/2013
16326	20/02/2013	1200	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	26/04/2013
16212	20/02/2013	0600	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/03/2013

16298	21/02/2013	2315	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	22/02/2013
16299	22/02/2013	0130	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/07/2013
16297	22/02/2013	0120	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/03/2013
16345	23/02/2013	0500	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/06/2013
16348	23/02/2013	0110	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	11/03/2013
16349	23/02/2013	1200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	25/02/2013
16369	24/02/2013	0105	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	12/03/2013
16503	27/02/2013	1856	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	11/03/2013
16712	28/02/2013	1015	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/03/2013
16549	28/02/2013	2230	Craigavon Area Hospital		1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/03/2013
16550	28/02/2013	2130	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	26/04/2013
16548	28/02/2013	1900	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/03/2013
16559	01/03/2013	1015	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/03/2013
16606	02/03/2013	0145	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	04/03/2013
16607	02/03/2013	1512	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	07/03/2013
16605	02/03/2013	0000	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	04/03/2013
16583	02/03/2013	0230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/03/2013

16665	02/03/2013	2150	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None Required	Approved	05/03/2013
16604	03/03/2013	0200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/05/2013
16663	03/03/2013	2100	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	05/03/2013
16608	03/03/2013	0100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/03/2013
16613	03/03/2013	0900	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	05/08/2013
16714	04/03/2013	1400	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/03/2013
16662	04/03/2013	1830	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	05/03/2013
16718	05/03/2013	1630	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	13/03/2013
16678	05/03/2013	1210	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	05/03/2013
16692	05/03/2013	1711	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/03/2013
16705	06/03/2013	0930	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/03/2013
16739	06/03/2013	1820	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		A patient's relative verbally abused staff members which was appropriately managed at ward level. No harm to patient or staff	Approved	14/08/2013
16741	06/03/2013	2200	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/03/2013
16703	06/03/2013	0150	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/03/2013
16847	07/03/2013	2250	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	11/03/2013
16838	07/03/2013	1515	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	11/03/2013
16815	08/03/2013	2310	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/03/2013
16846	08/03/2013	1009	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	11/03/2013
16827	08/03/2013	1530	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	11/03/2013
16785	08/03/2013	1010	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	11/03/2013

16843	09/03/2013	0700	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	11/03/2013
16820	09/03/2013	0600	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Importance of an accurate nursing assessment and handover being given. In this case his family did not give the history accurately so little would have changed	Approved	06/05/2013
16819	09/03/2013	0130	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013
16845	09/03/2013	0125	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	11/03/2013
16836	09/03/2013	1800	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	11/03/2013
16844	09/03/2013	0238	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	11/03/2013
17021	09/03/2013	1400	Craigavon Area Hospital	CCS	CT Scanner	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/03/2013
16905	11/03/2013	1900	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/03/2013
17164	12/03/2013	1900	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		It was acknowledged by patient that her husband had used inappropriate language after delivery. The management of fetal bradycardia was appropriate.	Approved	06/12/2013
16944	12/03/2013	1100	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	12/03/2013
16991	13/03/2013	1700	Daisy Hill Hospital	IMWH	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Management for gynae patients attending surgical assessment unit was followed. Will observe for further problems as may require a change in protocol.	Approved	10/04/2013
17026	13/03/2013	1100	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	
16994	13/03/2013	1910	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	14/03/2013
17038	14/03/2013	2300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/05/2013

17039	14/03/2013	2325	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	15/03/2013
17074	15/03/2013	0020	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	19/03/2013
17087	15/03/2013	2235	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	19/03/2013
17088	16/03/2013	1710	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	19/03/2013
17105	16/03/2013	2200	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	19/03/2013
17067	16/03/2013	0109	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	18/04/2013
17078	16/03/2013	0800	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/03/2013
17112	17/03/2013	1730	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	19/03/2013
17120	17/03/2013	2330	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	18/04/2013
17139	18/03/2013	1800	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/03/2013
17124	18/03/2013	0130	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	26/04/2013
17125	18/03/2013	0130	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	26/04/2013
17121	18/03/2013	0200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	19/03/2013
17122	18/03/2013	0230	Craigavon Area Hospital	FSS	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	19/03/2013
17130	18/03/2013	1100	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	19/03/2013
17266	19/03/2013	1000	Daisy Hill Hospital	MUC	Daisy Hill Resource Centre	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	10/07/2013
17324	19/03/2013	1915	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	03/04/2013
17258	21/03/2013	2315	Craigavon Area Hospital	CCS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	11/04/2013
17254	21/03/2013	1000	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	29/07/2013
17220	21/03/2013	0950	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	18/04/2013
17222	21/03/2013	1040	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	21/03/2013
17278	22/03/2013	0815	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013

17301	22/03/2013	2350	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	communication of confusion could have been better at handover but would not have changed the patient management	Approved	06/05/2013
17309	22/03/2013	1955	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/04/2013
17332	23/03/2013	1830	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	03/04/2013
17344	25/03/2013	0600	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	29/07/2013
17422	26/03/2013	1850	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ensure communication between portering/ security and nursing staff when dealing with aggressive patients .	Approved	29/04/2013
17461	27/03/2013	0745	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/04/2013
17468	27/03/2013	2130	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	28/03/2013
17467	28/03/2013	0740	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/05/2013
17475	28/03/2013	0720	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	03/04/2013
17535	30/03/2013	0630	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013
17557	31/03/2013	0900	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor			Approved	06/05/2013
17566	31/03/2013	2130	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	03/04/2013
17559	31/03/2013	1215	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	02/08/2013
17598	02/04/2013	0830	Daisy Hill Hospital	MUC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	29/07/2013
17591	02/04/2013	1000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	06/05/2013
17656	03/04/2013	2200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013
17680	04/04/2013	0500	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	05/04/2013
17654	04/04/2013	0445	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/04/2013

17729	05/04/2013	1600	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	08/04/2013
17730	05/04/2013	2200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	08/04/2013
17706	05/04/2013	0730	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	29/04/2013
17734	06/04/2013	0930	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/05/2013
17848	09/04/2013	1800	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	10/05/2013
17854	10/04/2013	0600	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013
17855	10/04/2013	0600	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/05/2013
17859	10/04/2013	0820	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	06/05/2013
17856	10/04/2013	0745	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2013
17850	10/04/2013	0100	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	08/05/2013
17885	10/04/2013	1530	Daisy Hill Hospital	IMWH	General OutpatientsTreatment Room	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Complaint managed by point of service user. Consultant present and discussed issues with patient.	Approved	16/07/2013
17920	11/04/2013	1900	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	12/04/2013
17922	11/04/2013	2155	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/04/2013
17988	13/04/2013	2300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	06/05/2013
17983	13/04/2013	2200	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	29/05/2013
17987	13/04/2013	2145	Craigavon Area Hospital	MUC	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	16/12/2013
17989	14/04/2013	0015	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		Staff Personal to send staff on MAPA training, at handovers staff made aware of confusion in patients and to approach with caution.	Approved	06/05/2013
18061	15/04/2013	2335	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/04/2013
18065	15/04/2013	2330	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/05/2013
18040	15/04/2013	1520	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	08/05/2013

18097	16/04/2013	1940	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	19/04/2013
18100	16/04/2013	0100	Craigavon Area Hospital	IMWH	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Some delay in diagnosis of Peural psychosis in view of sepsis. We plan revision of current pattern of diagnosis and retraining.	Approved	06/12/2013
18278	16/04/2013	0115	Craigavon Area Hospital	IMWH	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Some delay in recognition of puerperal psychosis in view of sepsis. Plan to revise training issues for staff	Approved	06/12/2013
18151	16/04/2013	0130	Craigavon Area Hospital	FSS	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	18/04/2013
18104	17/04/2013	0330	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor			Approved	06/05/2013
18150	17/04/2013	0330	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	09/05/2013
18149	18/04/2013	0005	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	18/04/2013
18253	20/04/2013	2305	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	06/05/2013
18238	20/04/2013	1200	Craigavon Area Hospital	IMWH	1 East Maternity Antenatal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Allegations to staff member unfounded due to patient's mental state at the time.	Approved	10/05/2013
18268	21/04/2013	1653	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/05/2013
18370	23/04/2013	0145	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/05/2013
18526	29/04/2013	1202	Daisy Hill Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	15/07/2013
18552	29/04/2013	1550	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	27/05/2013
18540	29/04/2013	1645	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	01/05/2013
18612	01/05/2013	2300	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	03/05/2013
18613	02/05/2013	0215	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/06/2013
18673	03/05/2013	1430	Craigavon Area Hospital	FSS	Bronte Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/05/2013
18700	04/05/2013	1510	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	26/07/2013
18717	04/05/2013	2100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/06/2013
18723	04/05/2013	2110	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/06/2013

18713	04/05/2013	2000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	21/06/2013
18705	04/05/2013	1700	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	07/05/2013
18721	05/05/2013	0405	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		hill	Approved	20/05/2013
18718	05/05/2013	0010	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/06/2013
18757	06/05/2013	2230	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	15/07/2013
18892	06/05/2013	1400	Daisy Hill Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None as member of staff dealt with situation correctly	Approved	16/10/2014
18852	07/05/2013	1830	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	09/05/2013
18820	08/05/2013	1645	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	27/05/2013
18794	08/05/2013	0700	Craigavon Area Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		need for vigilance in discharging patients with sedatives. caution should be exercised	Approved	23/12/2013
18862	09/05/2013	0900	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		none	Approved	20/05/2013
18837	09/05/2013	0910	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Major		patients are at risk of critical care delerium is not moved in timely fashion	Approved	12/05/2014
18944	12/05/2013	0800	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	21/06/2013
19041	12/05/2013	0300	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	15/05/2013
18960	12/05/2013	2100	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	27/05/2013
18942	12/05/2013	0730	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/06/2013
18950	12/05/2013	1738	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/05/2013
18964	13/05/2013	0845	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/06/2013
18963	13/05/2013	0200	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	27/05/2013
19039	14/05/2013	2130	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	15/05/2013
18995	14/05/2013	0230	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/06/2013

19117	16/05/2013	1430	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
19189	18/05/2013	1330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19195	18/05/2013	2220	Craigavon Area Hospital	MUC	Minor Injuries Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19402	23/05/2013	1345	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19441	27/05/2013	0455	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Major
19451	27/05/2013	1730	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19566	30/05/2013	2010	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
19560	30/05/2013	1930	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
19600	31/05/2013	2030	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19623	01/06/2013	1805	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19679	02/06/2013	2230	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19785	02/06/2013	1600	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19632	02/06/2013	0830	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19818	04/06/2013	0700	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19767	05/06/2013	1930	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19800	06/06/2013	2115	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19845	07/06/2013	1650	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
19893	09/06/2013	2200	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
19899	10/06/2013	0230	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor

Irrelevant information redacted by the USI

	Approved	21/06/2013
	Approved	25/06/2013
	Approved	15/07/2013
	Approved	25/06/2013
	Approved	26/07/2013
	Approved	28/05/2013
	Approved	20/06/2013
none	Approved	30/12/2013
None	Approved	17/12/2013
	Approved	14/06/2013
	Approved	21/06/2013
	Approved	25/06/2013
None	Approved	03/06/2013
None	Approved	07/06/2013
	Approved	21/06/2013
	Approved	14/06/2013
None	Approved	10/06/2013
None	Approved	10/06/2013
	Approved	24/06/2013

19968	12/06/2013	0200	Craigavon Area Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	25/07/2013
20218	14/06/2013	1500	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20239	15/06/2013	0332	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	30/07/2013
20084	15/06/2013	0300	Craigavon Area Hospital	IMWH	Admissions/Assessment Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		The Trust has Zero tolerance policy in place for staff.	Approved	16/12/2013
20101	16/06/2013	0425	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	17/06/2013
20117	16/06/2013	1500	Craigavon Area Hospital	FSS	Pharmacy Dispensary	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	17/06/2013
20142	17/06/2013	1430	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/07/2013
20195	18/06/2013	2145	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20158	18/06/2013	0015	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	06/11/2013
20232	20/06/2013	0200	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/06/2013
20233	20/06/2013	0256	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	21/06/2013
20308	23/06/2013	0200	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20311	23/06/2013	1110	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/07/2013
20399	24/06/2013	2225	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	26/06/2013
20384	25/06/2013	1130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20382	25/06/2013	0940	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20446	26/06/2013	2030	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20540	29/06/2013	1135	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	04/07/2013
20539	29/06/2013	1140	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	09/07/2013
20680	29/06/2013	1100	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	19/07/2013

20559	29/06/2013	1130	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI	None	Approved	19/01/2014
20572	30/06/2013	2245	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/08/2013
20596	01/07/2013	2100	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	03/07/2013
20601	01/07/2013	1300	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/07/2013
20590	01/07/2013	1430	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	11/07/2013
20605	02/07/2013	0825	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/07/2013
20747	05/07/2013	2045	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/07/2013
20765	06/07/2013	2145	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	19/01/2014
20755	06/07/2013	1530	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	08/07/2013
20831	08/07/2013	1420	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	09/07/2013
20874	10/07/2013	1300	Daisy Hill Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/07/2013
20939	12/07/2013	1700	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/07/2013
20960	13/07/2013	1900	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/07/2013
21095	18/07/2013	1430	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	18/10/2013
21167	21/07/2013	0100	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	22/07/2013
21218	22/07/2013	1545	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	25/07/2013
21220	22/07/2013	1500	Daisy Hill Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Approved	25/07/2013

21312	25/07/2013	2300	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	was under one to one observation unfortunately this man was/is extremely unpredictable.	Approved	28/08/2013
21355	26/07/2013	2040	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	28/08/2013
21361	27/07/2013	1500	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	05/08/2013
21378	28/07/2013	1130	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	05/08/2013
21466	30/07/2013	2200	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	24/09/2013
21485	31/07/2013	1300	Daisy Hill Hospital	MUC	Fracture Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	02/08/2013
21509	31/07/2013	2300	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		nil	Approved	24/09/2013
21490	31/07/2013	1500	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/	Approved	16/10/2013
21515	01/08/2013	1125	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	28/08/2013
21584	03/08/2013	0525	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	17/11/2013
21580	03/08/2013	0230	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/08/2013
21710	07/08/2013	1650	Daisy Hill Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	08/08/2013
21713	07/08/2013	2330	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	20/08/2013
21741	08/08/2013	1930	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	23/08/2013
21720	08/08/2013	0020	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/08/2013
21724	08/08/2013	1100	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	08/08/2013
21851	09/08/2013	0200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/	Approved	16/12/2013
21747	09/08/2013	0015	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/09/2013
21788	09/08/2013	2000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	14/08/2013
21790	10/08/2013	1100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	20/08/2013
21789	10/08/2013	0745	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	14/08/2013

21805	10/08/2013	1030	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	ward sister to make enquiries about mappa training for staff in ward 1 south.	Approved	20/08/2013
21800	11/08/2013	1015	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None required	Approved	14/08/2013
21804	11/08/2013	1015	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/08/2013
21801	11/08/2013	0300	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	14/08/2013
21802	11/08/2013	0405	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	14/08/2013
21879	12/08/2013	1545	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	14/08/2013
22065	13/08/2013	1600	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		staff made aware of care call service for support when dealing with stressful situations	Approved	13/09/2013
21881	13/08/2013	1930	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/09/2013
21880	13/08/2013	1900	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	14/08/2013
21888	14/08/2013	0700	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/09/2013
21885	14/08/2013	0200	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/09/2013
21904	14/08/2013	1415	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/09/2013
21909	14/08/2013	1300	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/09/2013
22005	15/08/2013	0030	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/08/2013
21928	15/08/2013	0030	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	15/12/2013
22015	17/08/2013	2020	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/08/2013
22017	17/08/2013	2140	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	19/08/2013
22033	18/08/2013	2245	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	28/08/2013
22067	20/08/2013	0740	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor			Approved	21/08/2013
22099	20/08/2013	1605	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	
22057	20/08/2013	0115	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/08/2013
22125	21/08/2013	1815	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	22/08/2013
22185	22/08/2013	2230	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	27/08/2013
22206	22/08/2013	0820	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	27/08/2013
22168	22/08/2013	1300	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	27/08/2013
22225	23/08/2013	0030	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		no	Approved	24/09/2013

22246	24/08/2013	0650	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	16/10/2013
22256	25/08/2013	1315	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		All staff to be accompanied to this patients room no one is entering room unaccompanied due to allegations made relating to s/n Personal ID	Approved	13/09/2013
22259	25/08/2013	1215	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	16/10/2013
22367	28/08/2013	1220	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	04/09/2013
22322	28/08/2013	1015	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	04/09/2013
22318	28/08/2013	1030	Craigavon Area Hospital	IMWH	Antenatal Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		A notice has been placed on the fire doors to ensure they are kept locked at all times. Staff members was sent off duty as upset by event	Approved	17/04/2014
22353	29/08/2013	0330	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Ds - D/w Wd sisters	Approved	02/10/2013
22358	29/08/2013	0950	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	02/10/2013
22393	30/08/2013	0900	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	04/09/2013
22423	30/08/2013	1800	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		patient abusive	Approved	18/09/2013
22438	02/09/2013	0130	Daisy Hill Hospital	MUC	Public Toilets	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Major		no	Approved	04/10/2013
22446	02/09/2013	1000	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	25/09/2013
22439	02/09/2013	0025	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/09/2013
22440	02/09/2013	0121	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/09/2013
22442	02/09/2013	0700	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/09/2013
22447	02/09/2013	1140	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/09/2013

22469	02/09/2013	0130	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	one	Approved	13/09/2013
22500	03/09/2013	1630	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	25/03/2014
22475	03/09/2013	0645	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/09/2013
22521	04/09/2013	0136	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		onne	Approved	13/09/2013
22644	05/09/2013	0150	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	10/09/2013
22756	10/09/2013	1700	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	12/09/2013
22758	10/09/2013	2300	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		il	Approved	24/11/2013
22757	11/09/2013	0030	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		il	Approved	07/10/2013
22835	12/09/2013	2200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		atient confused and aggressive at ward level one	Approved	19/11/2013
22832	13/09/2013	0400	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ONE	Approved	16/09/2013
22830	13/09/2013	0300	Craigavon Area Hospital	FSS	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		il	Approved	07/10/2013
22874	14/09/2013	1615	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ONE	Approved	16/09/2013
22875	14/09/2013	1700	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ONE	Approved	16/09/2013
22887	14/09/2013	2130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	30/10/2013
22866	14/09/2013	0730	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		hifts authorised by HOS and AD and sent to Bank Bank Manager contacted Personnel to inform that N/A band 2 x 6 refusing to go to 2 North aematology to work. Il staff being interviewed re bank staff	Approved	06/10/2013
22909	16/09/2013	0143	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	16/09/2013
22935	16/09/2013	1640	Daisy Hill Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	26/09/2013
22941	17/09/2013	0030	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	17/09/2013
22940	17/09/2013	0030	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	16/12/2013

23023	18/09/2013	1610	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	25/09/2013
23030	19/09/2013	0030	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	25/09/2013
23072	19/09/2013	2230	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NIL	Approved	07/10/2013
23025	19/09/2013	0100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	16/12/2013
23111	20/09/2013	1200	Craigavon Area Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Moderate		as above	Approved	21/10/2014
23140	21/09/2013	0215	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	16/12/2013
23142	21/09/2013	0200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	16/12/2013
23275	24/09/2013	2100	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	22/10/2013
23282	24/09/2013	2250	Craigavon Area Hospital	SEC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		DS - shared for learning	Approved	01/11/2013
23363	25/09/2013	2200	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		This gentlemans behaviour was inappropriate for acute medical ward awaiting bed	Approved	07/10/2013
23357	26/09/2013	1915	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	08/10/2013
23529	26/09/2013	0530	Daisy Hill Hospital	MUC	General Outpatients Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		staff are at risk from violent attendees	Approved	03/12/2013
23332	26/09/2013	1015	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		no issues identified	Approved	06/10/2013
23540	27/09/2013	1600	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	08/10/2013
23367	27/09/2013	0240	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		very difficult to mnage this gentleman nad cater for his needs to acute ward transferred to Gills	Approved	07/10/2013
23422	29/09/2013	0030	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	22/10/2013
23425	29/09/2013	0500	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	02/10/2013
23519	01/10/2013	2045	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		This occurred within the new recovery unit and it highlighted that the bleep system was working well as help arrived immediately. However, it also highlighted that the porters needed FOB access to the ward and this has been addressed with the portering staff.	Approved	30/12/2013
23609	05/10/2013	2250	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		none	Approved	16/12/2013
23765	11/10/2013	0520	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Accidental assult on staff member by woman in advanced labour, no injury sustained. Staff member declined to go to A+E	Approved	06/11/2013
23793	11/10/2013	1300	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Await formal compliant There is a complaints procedure separate to IR1 process.	Approved	17/09/2014

23797	12/10/2013	0440	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	20/12/2013
23999	15/10/2013	1015	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	18/10/2013
23953	16/10/2013	1930	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None.	Approved	18/10/2013
23918	16/10/2013	0739	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	22/10/2013
23954	16/10/2013	1715	Daisy Hill Hospital	FSS	Mental Health Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	23/04/2014
23960	17/10/2013	0715	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	22/10/2013
24065	20/10/2013	1320	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	N/a	Approved	06/11/2013
24111	22/10/2013	0030	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	22/10/2013
24142	22/10/2013	1530	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Staff reminded to request name of the nurse giving the handover and to relay this information back to them if it proves to be incorrect and document it in nursing evaluation sheet, ward sister to be informed of these occurrences so that they can be escalated at sisters meeting or in one to one discussions	Approved	03/12/2013
24238	23/10/2013	1545	South Tyrone Hospital	CCS	Audiology Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Staff must ensure they report incidents of verbal/physical abuse from patients.	Approved	11/11/2013
24252	24/10/2013	1500	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI	None	Approved	11/12/2013
24259	24/10/2013	1215	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	16/12/2013
24258	25/10/2013	0700	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	16/12/2013
24364	28/10/2013	0500	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None.	Approved	29/10/2013
24418	30/10/2013	0930	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	05/11/2013
24405	30/10/2013	0715	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI		Approved	19/11/2013

24531	01/11/2013	1850	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None.	Approved	05/11/2013
24524	01/11/2013	2110	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Need to reiterate visiting policy	Approved	28/11/2013
24516	01/11/2013	1830	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	20/12/2013
24635	03/11/2013	1115	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	26/11/2013
24564	03/11/2013	1100	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		feel security staff member did not act appropriately in this instance	Approved	20/12/2013
24580	04/11/2013	0010	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		nil	Approved	22/11/2013
24581	04/11/2013	0010	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		no learning	Approved	24/11/2013
24654	06/11/2013	0420	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	19/11/2013
24899	08/11/2013	0600	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	26/11/2013
24771	09/11/2013	2050	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	26/11/2013
24900	10/11/2013	2300	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	26/11/2013
24781	10/11/2013	0820	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	16/12/2013
24792	10/11/2013	2125	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	16/12/2013
24795	11/11/2013	0045	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	16/12/2013
24866	12/11/2013	2100	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	26/11/2013
24846	12/11/2013	0830	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff reminded to approach patients with dementia with care	Approved	16/12/2013

24874	12/11/2013	2300	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none	Approved	11/12/2013
24950	14/11/2013	1740	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	good engagement with family if difficult situation arises	Approved	20/12/2013
24969	15/11/2013	1330	Craigavon Area Hospital	FSS	Paediatric Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None.	Approved	26/11/2013
25031	16/11/2013	0715	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None.	Approved	26/11/2013
25001	16/11/2013	0510	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Major	Irrelevant information redacted by the USI	medical notes not completed	Approved	03/12/2013
25000	16/11/2013	0415	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	11/12/2013
25032	17/11/2013	0008	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	27/05/2014
25035	17/11/2013	2300	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none	Approved	20/12/2013
25138	21/11/2013	0030	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	none	Approved	16/12/2013
25750	21/11/2013	1630	Daisy Hill Hospital	CCS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Use Stress Management tools	Approved	10/12/2013
25230	23/11/2013	1815	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None.	Approved	26/11/2013
25313	27/11/2013	0010	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	patient was abusive to staff taking out his frustrations on nurses in spite of good communication documented.	Approved	10/12/2013
25386	28/11/2013	0840	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI	violence in ED property broken	Approved	11/12/2013

25395	29/11/2013	0130	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major	Irrelevant information redacted by the USI	iolent patient napropriate request by liaison team	Approved	20/12/2013
25523	30/11/2013	2125	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	05/12/2013
25525	01/12/2013	0500	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	05/12/2013
25471	02/12/2013	1135	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	03/12/2013
25484	02/12/2013	1100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	14/02/2014
25667	02/12/2013	0110	Craigavon Area Hospital	FSS	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		o learning	Approved	31/12/2013
25670	04/12/2013	0320	Craigavon Area Hospital	FSS	Orthopaedic Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one.	Approved	11/12/2013
25654	06/12/2013	1650	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	20/12/2013
25659	07/12/2013	0430	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		buse	Approved	17/12/2013
25672	07/12/2013	1415	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		o learning identified risks identified to patient but non compliant	Approved	08/12/2013
25682	07/12/2013	2250	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		ery difficult torationalise with patients although you know at risk and who ill not remain in hospital	Approved	31/12/2013
25898	08/12/2013	0000	Craigavon Area Hospital	FSS	4 NORTH STOMA CLINIC	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nsure appropriate documentation is completed one.	Approved	19/12/2013
25685	08/12/2013	0130	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		o lessons	Approved	02/01/2014
25687	08/12/2013	0550	Craigavon Area Hospital	SEC	4 NORTH STOMA CLINIC	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		o lessons	Approved	02/01/2014

25686	08/12/2013	0550	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	o lessons	Approved	02/01/2014
25684	08/12/2013	0240	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		o learning	Approved	31/12/2013
25726	09/12/2013	1515	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		busvie patient	Approved	10/12/2013
25778	11/12/2013	0311	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	11/12/2013
25779	11/12/2013	0300	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		buse	Approved	17/12/2013
25897	13/12/2013	1530	Craigavon Area Hospital	FSS	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one.	Approved	23/12/2013
25867	13/12/2013	0145	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		il	Approved	30/01/2014
25894	13/12/2013	1500	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		s - all action taken	Approved	03/02/2014
26027	18/12/2013	0910	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	20/12/2013
26066	19/12/2013	0349	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	24/12/2013
26073	19/12/2013	0815	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	24/12/2013
26123	20/12/2013	1550	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one.	Approved	23/12/2013
26156	21/12/2013	0035	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		scalate situation on a timely bais	Approved	23/12/2013
26169	22/12/2013	1100	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	24/12/2013
26208	24/12/2013	0230	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	10/01/2014
26234	25/12/2013	0230	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	10/01/2014
26231	25/12/2013	0250	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	14/02/2014
26233	25/12/2013	0600	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	14/02/2014
26245	25/12/2013	0700	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	18/03/2014
26230	25/12/2013	0135	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		o lesson learned	Approved	13/01/2014
26251	26/12/2013	1010	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		s above	Approved	19/03/2014
26247	26/12/2013	0500	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		elay in investigating as no patient identifier on datex initially	Approved	27/01/2014

26249	26/12/2013	0719	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI		Approved	19/03/2014
26274	27/12/2013	0430	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	10/01/2014
26273	27/12/2013	0115	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one.	Approved	10/01/2014
26266	27/12/2013	0430	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	14/01/2014
26315	29/12/2013	1030	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	05/02/2014
26355	30/12/2013	1925	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	27/01/2014
26385	01/01/2014	0115	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	10/01/2014
26443	01/01/2014	1005	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	10/01/2014
26401	01/01/2014	2200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	14/02/2014
26384	01/01/2014	0130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/03/2014
26444	02/01/2014	2130	Craigavon Area Hospital	FSS	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	10/01/2014
26446	03/01/2014	0230	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Minor		one	Approved	10/01/2014
26506	05/01/2014	0620	Craigavon Area Hospital	MUC	2 Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		one	Approved	14/04/2014
26518	05/01/2014	1310	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	05/02/2014
26527	05/01/2014	2250	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		busive	Approved	28/01/2014
26609	07/01/2014	0500	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		iolation of protocol has been referred to head of service and fed back to taff.	Approved	14/02/2014
26651	08/01/2014	1930	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one.	Approved	10/01/2014
26652	08/01/2014	2000	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Major		rust should commence internal investigation at the time of the incident to omplement the police investiagtion and collect own evidence.	Approved	26/06/2015
26615	08/01/2014	0220	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		busive	Approved	28/01/2014
26709	09/01/2014	2300	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	14/01/2014

26710	09/01/2014	2230	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	n/a	Approved	10/01/2014
26929	14/01/2014	2100	Craigavon Area Hospital	FSS	2 Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff members acted appropriatly	Approved	21/03/2014
26821	15/01/2014	0330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Shared with staff.	Approved	18/02/2014
26956	15/01/2014	2200	Craigavon Area Hospital	PHARM	Pharmacy Dispensary	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Be aware of your own personal safety. Inform porters that you have been called in and are going to pharmacy. If necessary ask a porter to escort you to pharmacy.	Approved	03/07/2014
26899	16/01/2014	1340	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	05/02/2014
27098	21/01/2014	2030	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/02/2014
27051	21/01/2014	1015	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	23/01/2014
27087	21/01/2014	1000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Shared with staff. MAPA training continues with all staff in MAU.	Approved	18/02/2014
27217	22/01/2014	2045	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	27/01/2014
27158	23/01/2014	1420	Craigavon Area Hospital	IMWH	Admissions/Assessment Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff member spoken to by lead midwife re: inflammatory documentation. Mum's anxiety misconstrued as aggression.	Approved	02/04/2014
27133	23/01/2014	0300	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		delay in datex being correctly assigned to ED means it is impossible to investigate and liaise with reporter	Approved	08/10/2014
27171	24/01/2014	0101	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	31/01/2014
27223	24/01/2014	1940	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abusive	Approved	28/01/2014
27224	25/01/2014	0240	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NIL	Approved	14/02/2014
27363	27/01/2014	2200	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	10/02/2014
27353	29/01/2014	0255	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	31/01/2014
27426	29/01/2014	1230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ensure staff are aware of care call service when upset by some relatives approach. to continue to try to diffuse situations were relatives are visibly distressed.	Approved	24/02/2014
27444	30/01/2014	0150	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	31/01/2014

27991	30/01/2014	0150	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Minor	Irrelevant information redacted by the USI	one.	Approved	14/03/2014
27400	30/01/2014	0200	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		busive	Approved	07/02/2014
27401	30/01/2014	0100	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		busive	Approved	07/02/2014
27435	30/01/2014	1630	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		ecurity staff member wrongly assigned this incident to Ed team when it ghould ahev went to functional services	Approved	07/02/2014
27397	30/01/2014	0230	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Moderate		linical staff occasionally subjected to assault	Approved	31/01/2014
27474	31/01/2014	1930	Daisy Hill Hospital	FSS	Maternity Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	03/02/2014
27485	01/02/2014	0830	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one.	Approved	10/02/2014
27594	04/02/2014	1655	Craigavon Area Hospital	FSS	Paediatric Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	10/02/2014
27713	07/02/2014	1215	Craigavon Area Hospital	IMWH	Early Pregnancy Problem Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		isunderstanding by relative as to treatment and management of iscarriage and the patient's expectations of immediate management is not realistic.	Approved	18/08/2014
27826	07/02/2014	1700	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one.	Approved	14/03/2014
27673	07/02/2014	0150	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		hared with staff - protocol had been adhered to - area of good practice	Approved	14/02/2014
27722	08/02/2014	0150	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		hared with staff as evidence of good practice -protocol for Alcohol was eing followed.	Approved	24/02/2014
27749	08/02/2014	2300	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	24/02/2014
27750	09/02/2014	0130	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	24/02/2014
27754	09/02/2014	0000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		hared with staff.Staff rostered for duty were all present	Approved	24/02/2014
27773	10/02/2014	0145	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		hared with staff.	Approved	24/02/2014
28154	11/02/2014	2230	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	10/06/2014
27935	13/02/2014	1315	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		il	Approved	18/02/2014
27960	14/02/2014	1300	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		il	Approved	17/02/2014
27965	14/02/2014	1130	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	24/05/2014
28049	15/02/2014	1315	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		hared with staff.	Approved	09/04/2014
28001	15/02/2014	1950	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		he need for greater awareness of patients re use of siderooms and if areas f concern taht warrant sideroom faciliates the need for patients to adhere o Trust Policy . This is to ensure safetly for all . Ensure Infection control safflets are distributed on admission.	Approved	24/02/2014

28051	16/02/2014	1850	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	nil	Approved	17/02/2014
28006	16/02/2014	0430	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	25/03/2014
28022	16/02/2014	1850	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	17/02/2014
28060	17/02/2014	1300	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	24/02/2014
28031	17/02/2014	0130	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	21/02/2014
28046	17/02/2014	0615	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Shared with staff.	Approved	06/03/2014
28155	20/02/2014	0000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Shared with staff as evidence of good practice.	Approved	24/02/2014
28175	20/02/2014	1400	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	25/03/2014
28181	20/02/2014	2045	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NONE	Approved	25/03/2014
28205	21/02/2014	0730	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	14/03/2014
28227	22/02/2014	1500	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	25/02/2014
28235	23/02/2014	0300	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Shared with staff as evidence of good practice - Protocols followed.	Approved	24/02/2014
28757	26/02/2014	0610	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	28/03/2014
28391	26/02/2014	0930	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	25/03/2014
28370	26/02/2014	1500	Craigavon Area Hospital	IMWH	1 West Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Multidisciplinary involvement in patient's care, concerns appropriately addressed by senior staff. Offered patient liaison review and spoke briefly with her. Advised re: complaints procedure.	Approved	28/05/2014
28855	26/02/2014	0930	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		remind staff to enter patients details.	Approved	21/03/2014
28429	27/02/2014	2100	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	25/03/2014
28409	27/02/2014	1500	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/05/2014
28393	27/02/2014	0930	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	
28423	27/02/2014	2035	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	07/03/2014
28381	27/02/2014	0405	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	25/03/2014

28754	28/02/2014	1320	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	21/03/2014
28854	01/03/2014	0810	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/03/2014
28508	02/03/2014	1530	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	19/03/2014
28736	03/03/2014	0130	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	07/04/2014
28734	04/03/2014	2315	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	07/04/2014
28732	04/03/2014	2350	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	21/03/2014
28695	05/03/2014	2140	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Reassurance to fellow patients to help alleviate distress. use of security staff to help keep disruption to minimum. staff aware of care call service.	Approved	18/03/2014
28729	06/03/2014	0824	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	07/04/2014
28694	06/03/2014	2040	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Staff to be made aware of care call service.	Approved	18/03/2014
28728	06/03/2014	0910	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Nil	Approved	12/03/2014
28699	06/03/2014	2345	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	11/03/2014
28691	07/03/2014	0030	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	11/03/2014
28697	07/03/2014	0130	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	25/03/2014
28751	08/03/2014	2107	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	18/03/2014
28801	08/03/2014	2105	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	09/04/2014
28744	08/03/2014	1900	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	23/04/2014
28745	08/03/2014	1900	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	25/03/2014
28752	09/03/2014	0020	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	07/04/2014

28747	09/03/2014	0045	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	It is important to get the name of the person you are talking to	Approved	01/04/2014
28884	10/03/2014	2355	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	07/04/2014
28766	10/03/2014	0050	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		Important to get a name or the exact relation they are to this patient	Approved	11/06/2014
28802	11/03/2014	0230	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	09/04/2014
28833	11/03/2014	2245	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		CCTV very helpful in this case	Approved	12/06/2014
29629	13/03/2014	2205	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	09/04/2014
28891	13/03/2014	1630	Craigavon Area Hospital	IMWH	Antenatal Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff reminded to adhere to policy on zero tolerance of abuse of staff.	Approved	18/03/2015
28901	13/03/2014	2200	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Ensure staff are aware of care call service	Approved	09/09/2014
28928	13/03/2014	2200	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	21/03/2014
28932	14/03/2014	2330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	12/05/2014
28931	14/03/2014	2045	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	09/04/2014
29005	16/03/2014	0900	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Minor		Sideroom had not been available over the bank holiday weekend. bedmanager was aware of the need for a sideroom for staff and patient safety.	Approved	18/03/2014
28953	16/03/2014	0230	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	03/04/2014
29088	16/03/2014	0500	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Insignificant		None	Approved	12/06/2014
29341	17/03/2014	1130	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	14/04/2014
28978	17/03/2014	0415	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	29/05/2014
29255	18/03/2014	1400	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	07/04/2014

29023	18/03/2014	2300	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	none	Approved	19/03/2014
29252	18/03/2014	0105	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	14/04/2014
29022	18/03/2014	1509	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	19/03/2014
29253	18/03/2014	0235	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		/	Approved	14/04/2014
29251	19/03/2014	0739	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	07/04/2014
29249	19/03/2014	2225	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	14/04/2014
29132	21/03/2014	2026	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	26/03/2014
29212	21/03/2014	1700	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	14/04/2014
29208	21/03/2014	1715	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	14/04/2014
29133	21/03/2014	1920	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	03/04/2014
29131	21/03/2014	2030	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	20/05/2014
29156	22/03/2014	1955	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	26/03/2014
29141	22/03/2014	1125	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	21/05/2014
29166	22/03/2014	2315	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	03/04/2014
29158	22/03/2014	2315	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	25/03/2014

29534	23/03/2014	1130	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None.	Approved	14/04/2014
29190	23/03/2014	2000	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none as patient's medical condition was the factor in his behaviour.	Approved	10/06/2014
29186	23/03/2014	2130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	Dr's to discuss with Longstone team who normally care for patient, to compile a plan of care to help manage patient better in the acute setting when he requires admission.	Approved	14/04/2014
29183	23/03/2014	2050	Daisy Hill Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	03/04/2014
29205	24/03/2014	1030	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI	none	Approved	26/03/2014
29232	25/03/2014	0100	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	none	Approved	25/03/2014
29631	26/03/2014	2349	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI	None.	Approved	07/04/2014
29383	27/03/2014	0400	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	NONE	Approved	17/06/2014
30335	28/03/2014	2235	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI		Approved	16/07/2014
29388	28/03/2014	2230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	16/07/2014
29384	29/03/2014	0345	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor	Irrelevant information redacted by the USI	none	Approved	03/04/2014
30334	29/03/2014	2100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	shared at pt safety briefing	Approved	16/07/2014
29382	29/03/2014	0300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	There are difficulties which arise there are patients with challenging behaviour and it does sometimes involve requesting extra staff to ensure patient and staff safety	Approved	17/06/2014
29381	29/03/2014	0245	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	03/04/2014
29423	30/03/2014	2100	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	hil	Approved	14/04/2014
29713	31/03/2014	0310	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None.	Approved	14/04/2014

29632	31/03/2014	0005	Craigavon Area Hospital	FSS	Minor Injuries Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None.	Approved	14/04/2014
29716	01/04/2014	0830	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	14/04/2014
29529	03/04/2014	0815	Craigavon Area Hospital	FSS	Trauma/Orthopaedic Theatre	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	27/05/2014
29560	03/04/2014	2330	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/04/2014
29523	03/04/2014	0650	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	09/06/2014
30333	04/04/2014	0040	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		/	Approved	02/05/2014
30021	05/04/2014	1710	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	25/04/2014
29643	06/04/2014	2300	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/04/2014
29633	06/04/2014	1450	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		aggression was not anticipated in light of this mans weak ill condition care plan ammended accordingly.	Approved	14/04/2014
29645	07/04/2014	0000	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/04/2014
30018	09/04/2014	0030	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	25/04/2014
29898	10/04/2014	2100	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	14/04/2014
29876	11/04/2014	1900	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		none	Approved	16/05/2014
29897	12/04/2014	1345	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	14/04/2014
29991	15/04/2014	2230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Sr Perso spoke to Sr Perso regarding GMAWS not being completed on transfer to 1south therefore it was not reported to 1south staff that patient had raised GMAWS. To speak to staff at PSB.	Approved	09/05/2014
31518	17/04/2014	0000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	30/05/2014
30129	18/04/2014	1400	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	27/05/2014
32162	18/04/2014	1915	Craigavon Area Hospital	FSS	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	17/06/2014

30317	20/04/2014	2130	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	09/06/2014
30265	20/04/2014	0700	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	25/04/2014
31120	22/04/2014	0330	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	27/05/2014
30285	25/04/2014	0900	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		sister Pers spend 3 hours on this issue	Approved	25/04/2014
30568	26/04/2014	0045	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Shared with staff as evidence of good practice.	Approved	13/05/2014
30435	29/04/2014	2300	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	20/05/2014
30569	29/04/2014	2205	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/05/2014
30511	01/05/2014	1710	Craigavon Area Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	22/05/2014
30520	01/05/2014	1920	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Shared with staff as evidence of good practice.	Approved	16/05/2014
30558	03/05/2014	1500	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	
30659	04/05/2014	0725	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	27/05/2014
30585	04/05/2014	0535	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none of note	Approved	17/07/2014
31118	04/05/2014	0545	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	27/05/2014
30597	05/05/2014	1500	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Need to 1 to 1 nursin with this patient	Approved	08/05/2014
30658	05/05/2014	2000	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		need to secure additional staff early that day to provide 1 to 1 nursing for this patient	Approved	08/05/2014

30607	05/05/2014	2130	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	eed for 1 ; 1 Supervision sychaitric review earlier in the ay to aviod thsi incident	Approved	08/05/2014
30598	05/05/2014	1500	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		eed to 1 ; 1 Nursing with this patient	Approved	08/05/2014
31116	05/05/2014	0900	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	23/05/2014
31117	09/05/2014	0053	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	23/05/2014
30862	12/05/2014	0730	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one.	Approved	22/05/2014
30926	14/05/2014	1710	Daisy Hill Hospital	FSS	Finance Dept	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	19/08/2014
30974	15/05/2014	1850	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	16/05/2014
31115	16/05/2014	0215	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	23/05/2014
31126	20/05/2014	1200	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one.	Approved	22/05/2014
31513	22/05/2014	2306	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	30/05/2014
31265	22/05/2014	1830	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ealt with appropriatley at the time by staff members.	Approved	18/08/2014
31500	22/05/2014	2115	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	30/05/2014
31501	23/05/2014	1708	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	30/05/2014
31259	23/05/2014	0700	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		one	Approved	
31548	24/05/2014	2230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		taff informed the necessity of completing datix forms at time of incident.	Approved	16/07/2014
31504	24/05/2014	0240	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	30/05/2014
31298	24/05/2014	0240	Craigavon Area Hospital	MUC	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		nedr review	Approved	07/06/2014
31315	24/05/2014	1800	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one of note	Approved	28/05/2014

31350	25/05/2014	2300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI	Importance of escalation and ensuring patients are reviewed alert senior management of potential aggressive patient	Approved	01/06/2014
31413	25/05/2014	2327	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		communication to staff via PSB - please ensure these incidents are reported and escalated promptly to ward sisters and ultimately senior managers.	Approved	16/07/2014
32784	25/05/2014	2040	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	30/06/2014
31393	27/05/2014	2130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Escalation process re-inforced with staff via PSB. Staff also advised to get alcohol liaison team involved at an earlier stage. Sister Person attended GMAW's training. to share with staff and get more training at ward level. Need more MAPA training for staff at ward level.	Approved	17/07/2014
31442	27/05/2014	0045	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		HOS requested 1:1 supervision for patient from nurse bank for night duty. WAS covered on Thurs, Fri but not SAT and SUN.	Approved	17/07/2014
32297	27/05/2014	1455	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None Was put out to agency but no staff available.	Approved	19/06/2014
31434	28/05/2014	1900	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		this datex did not come to me initially, only appeared in my system 10/08/14, initial report email does not list me, I have raised issue with ADP	Approved	12/08/2014
31441	28/05/2014	2144	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	17/07/2014
32172	29/05/2014	1745	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	17/06/2014
31490	30/05/2014	0000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	17/07/2014
31791	30/05/2014	2320	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	09/06/2014
32161	30/05/2014	2030	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	17/06/2014
31516	30/05/2014	0520	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	30/05/2014
31550	30/05/2014	2200	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abusive	Approved	07/06/2014
31549	31/05/2014	0300	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		still under review	Approved	07/06/2014
31570	31/05/2014	0400	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	02/06/2014
31628	02/06/2014	2100	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	04/06/2014
31788	02/06/2014	2330	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	09/06/2014
31786	03/06/2014	0910	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	09/06/2014
31790	04/06/2014	0030	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	09/06/2014

31712	04/06/2014	0030	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None of note	Approved	20/06/2014
31752	05/06/2014	2100	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor			Approved	09/09/2014
31738	05/06/2014	1836	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abuse	Approved	07/06/2014
31745	05/06/2014	2100	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	09/09/2014
31741	05/06/2014	2100	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	11/06/2014
31785	05/06/2014	0110	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	09/06/2014
31748	05/06/2014	2115	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	16/06/2014
31904	10/06/2014	1420	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Side rooms were allocated and awaiting a free side room . Patient accommodated in bay without patients until room made available.	Approved	18/08/2014
31944	11/06/2014	2210	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	17/07/2014
31945	11/06/2014	2120	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	23/07/2014
32082	14/06/2014	1845	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	08/10/2014
32116	15/06/2014	0720	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	16/06/2014

32159	15/06/2014	0250	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	17/06/2014
32110	16/06/2014	0015	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		assault	Approved	13/10/2014
32168	16/06/2014	2200	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		No lesson learned	Approved	03/07/2014
32294	16/06/2014	2100	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	23/06/2014
32291	17/06/2014	1900	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		None	Approved	19/06/2014
32260	18/06/2014	0900	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		reinforced to staff around approaching all patients with dementia with caution	Approved	21/07/2014
32411	19/06/2014	1949	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	23/06/2014
32325	20/06/2014	0240	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		absconder	Approved	22/07/2014
32413	21/06/2014	1740	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	23/06/2014
32575	21/06/2014	1700	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		110914cc-Sr [Personal] added additional information re outcome. No further action required	Approved	11/09/2014
32394	21/06/2014	0815	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	02/07/2014
32490	24/06/2014	0240	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	17/07/2014
32587	24/06/2014	0237	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		xx	Approved	08/07/2014
32500	24/06/2014	0930	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		no	Approved	17/07/2014
32592	24/06/2014	0930	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		xxx	Approved	30/06/2014
32595	25/06/2014	1250	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	26/06/2014
32662	25/06/2014	0925	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	27/06/2014
32808	26/06/2014	0545	Craigavon Area Hospital	FSS	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	03/07/2014
32621	26/06/2014	0158	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	15/07/2014
32705	27/06/2014	1715	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		as above	Approved	13/10/2014
32802	28/06/2014	2240	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	30/06/2014

32714	28/06/2014	1230	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	10/07/2014
32832	28/06/2014	2000	Daisy Hill Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	08/07/2014
32752	30/06/2014	0300	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Bed Manager advised re adhering to smoking policy	Approved	31/07/2014
32790	30/06/2014	0715	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	30/06/2014
32895	01/07/2014	2030	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	10/07/2014
32920	01/07/2014	1000	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	03/10/2014
32919	01/07/2014	1800	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
32899	02/07/2014	0600	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	15/07/2014
32967	03/07/2014	1410	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	10/07/2014
33270	04/07/2014	1500	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	11/07/2014
33364	05/07/2014	0715	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	15/07/2014
33048	06/07/2014	0106	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		7	Approved	21/07/2014
33358	06/07/2014	1845	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	15/07/2014
33360	06/07/2014	0010	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	15/07/2014
33362	06/07/2014	0100	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	15/07/2014
33068	06/07/2014	2030	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	15/07/2014
33061	06/07/2014	2000	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	15/07/2014

33359	07/07/2014	1540	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	15/07/2014
33361	07/07/2014	2250	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	21/07/2014
33166	08/07/2014	2300	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	05/08/2014
33168	09/07/2014	0400	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		inappropriate use datex	Approved	05/08/2014
33210	09/07/2014	1830	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	10/07/2014
33268	10/07/2014	1945	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	11/07/2014
33269	10/07/2014	1305	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	11/07/2014
33311	11/07/2014	2308	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		abuse	Approved	19/07/2014
33330	12/07/2014	2300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		none	Approved	15/07/2014
33328	12/07/2014	2030	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Sop put in place for dealing with dnagerous or offensive weapons and shared with CAH.	Approved	18/07/2014
33349	12/07/2014	1900	Daisy Hill Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		sop for dealing with dangerous weapons completed and shared with cah	Approved	18/07/2014
33335	13/07/2014	0220	Daisy Hill Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Staff now familiar with buzzers and exit buttons and appear more confident and rational if this situation was to reoccur.	Approved	19/08/2014
33334	13/07/2014	0120	Daisy Hill Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		As incidentPerson	Approved	19/08/2014
33338	13/07/2014	0730	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	26/07/2014
33352	13/07/2014	1710	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		The importance of accurate record keeping, and noting in kardex when a patients behavior is very unpredictable so a staff member can approach them safely.	Approved	18/07/2014
33333	13/07/2014	0220	Daisy Hill Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		sharing sop for dealing with dangerous weapons with cah	Approved	07/08/2014
33375	14/07/2014	2200	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	25/07/2014
34226	15/07/2014	1405	Craigavon Area Hospital	FSS	Lift	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34331	16/07/2014	0140	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	01/09/2014
33406	16/07/2014	0140	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff aawre to contact security should agression occur. Treatment not to be completed	Approved	16/07/2014

33488	17/07/2014	1744	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	called to ED as a patient was brought being drunk and disruptive / brought made my way to ED immediately with other orders. Seen patient on the	none	Approved	18/07/2014
33518	19/07/2014	0045	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	19/09/2014
33520	19/07/2014	0735	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	21/07/2014
34332	20/07/2014	2005	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
33614	21/07/2014	1530	Craigavon Area Hospital	MUC	Dermatology Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		incident death with appropriately	Approved	23/07/2014
33683	21/07/2014	1550	Craigavon Area Hospital	FSS	Dermatology Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	24/07/2014
34333	21/07/2014	0740	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	01/09/2014
33827	26/07/2014	1600	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Medical staff and team leaders e-mailed and advised to reiterate induction process of 3 day window period.	Approved	28/07/2014
33829	27/07/2014	0420	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	30/07/2014
34023	31/07/2014	2200	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	22/04/2015

34072	31/07/2014	1625	Craigavon Area Hospital	FSS	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	04/08/2014
34092	01/08/2014	1930	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	04/08/2014
34151	04/08/2014	1620	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	07/08/2014
34215	04/08/2014	1600	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	01/09/2014
34335	04/08/2014	1030	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34223	05/08/2014	2345	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		Staff made aware of security contact number	Approved	17/09/2014
34265	07/08/2014	1715	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	20/08/2014
34336	07/08/2014	0145	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34337	07/08/2014	1230	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	01/09/2014
34296	09/08/2014	0030	Craigavon Area Hospital	CCS	ED X-ray	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		N/A	Approved	25/09/2014
34339	09/08/2014	1000	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34300	09/08/2014	1045	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		no further action	Approved	13/01/2015
34325	10/08/2014	2300	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	11/08/2014

34357	10/08/2014	2026	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	01/09/2014
34879	10/08/2014	2040	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34323	11/08/2014	0050	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	21/08/2014
34354	11/08/2014	1915	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		advised regarding personal safety	Approved	18/09/2014
34449	13/08/2014	2020	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		7	Approved	09/09/2014
34645	14/08/2014	0945	South Tyrone Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	20/08/2014
34513	16/08/2014	1830	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		inform security and ask any individual who has consumed alcohol to leave the premises politely but firmly.	Approved	05/09/2014
34728	17/08/2014	0000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/09/2014
34538	17/08/2014	1400	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		very difficult to nurse mental health patients in acute ward	Approved	09/09/2014
34533	17/08/2014	1600	Craigavon Area Hospital	FSS	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	01/09/2014
34537	17/08/2014	0930	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		relatives of patients can be frightening for junior staff and can cause disruption	Approved	18/08/2014
34734	18/08/2014	0100	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	01/09/2014
34731	18/08/2014	0610	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		xx	Approved	28/08/2014
34590	19/08/2014	1140	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		3010141267 - to reinforce to staff to include the patients name in report	Approved	30/10/2014
34602	19/08/2014	1400	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above protocol followed.	Approved	24/10/2014
34604	19/08/2014	1100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		abuse	Approved	13/10/2014
34878	19/08/2014	1400	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34643	20/08/2014	1400	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		error by reporter	Approved	13/10/2014
34657	21/08/2014	0330	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		see below	Approved	06/10/2014

34877	21/08/2014	1330	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	02/09/2014
34705	21/08/2014	2100	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		difficult to manage mentia health patients in a acute setting	Approved	09/09/2014
34703	21/08/2014	1600	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	22/08/2014
34704	21/08/2014	2020	Daisy Hill Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	22/08/2014
34991	21/08/2014	0315	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	02/09/2014
34763	22/08/2014	2000	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/08/2014
34761	23/08/2014	1850	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	10/12/2014
34755	23/08/2014	1345	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	29/08/2014
34764	23/08/2014	1800	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/08/2014
34751	23/08/2014	0030	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	29/08/2014
34767	23/08/2014	2130	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		xx	Approved	28/08/2014
34794	24/08/2014	2230	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		since closure lagav valley ED at night, Maghberry inmates come to ED CAH and occasionally cause disruption	Approved	29/08/2014
34786	24/08/2014	1653	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/08/2014
34787	24/08/2014	1815	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/08/2014
34785	24/08/2014	1030	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		staff made aware of care call service	Approved	09/09/2014
34880	25/08/2014	1500	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	01/09/2014
34809	25/08/2014	1700	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	08/10/2014
34789	25/08/2014	0000	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	01/09/2014
34800	25/08/2014	1000	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Patient does not fully understand the needs to follow treatment plan and is not compliant and due to her condition is difficult to deal with at times. Awaiting review by liasion from psychiatry.	Approved	27/08/2014
34992	26/08/2014	1630	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	02/09/2014
34993	28/08/2014	0024	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	02/09/2014
34900	28/08/2014	0030	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		above	Approved	06/10/2014
34966	29/08/2014	2100	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	03/10/2014

34994	30/08/2014	0315	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	None	Approved	02/09/2014
34995	30/08/2014	1000	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	02/09/2014
34967	30/08/2014	0600	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		as above	Approved	06/10/2014
35001	31/08/2014	1300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		await	Approved	10/12/2014
35056	01/09/2014	1610	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/09/2014
35102	02/09/2014	1830	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	03/09/2014
35313	03/09/2014	1530	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	12/09/2014
35104	03/09/2014	0410	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	03/09/2014
35311	03/09/2014	2300	Craigavon Area Hospital	FSS	Basement	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	12/09/2014
35318	05/09/2014	0230	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	12/09/2014
35315	05/09/2014	0410	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	12/09/2014
35244	07/09/2014	1930	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	10/09/2014
35235	08/09/2014	0326	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/09/2014
35387	10/09/2014	0730	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/09/2014
35766	10/09/2014	0330	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	25/09/2014
35764	12/09/2014	1445	Craigavon Area Hospital	FSS	2 East Midwifery Led Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	08/10/2014
35489	13/09/2014	0017	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abusive patient, name not inputted. Personal , there is corelation in relation to Personal not inputting patient name. Personal has addressed this on 05/11/14	Approved	07/11/2014
35508	14/09/2014	0030	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abuse	Approved	13/10/2014
35588	15/09/2014	2235	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	16/09/2014
35666	17/09/2014	2050	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		7	Approved	22/09/2014
35662	17/09/2014	1940	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NONE	Approved	23/09/2014

35768	19/09/2014	2300	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	03/10/2014
35741	20/09/2014	0720	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	03/10/2014
35744	20/09/2014	0815	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Shared with all staff the importance of following Alcohol Withdrawal Protocol.	Approved	03/10/2014
35770	21/09/2014	0900	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None.	Approved	08/10/2014
35771	21/09/2014	1130	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	08/10/2014
35797	22/09/2014	1330	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	
35807	22/09/2014	2315	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	23/09/2014
36172	24/09/2014	0505	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	08/10/2014
35948	24/09/2014	1600	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	08/10/2014
35936	25/09/2014	1400	Craigavon Area Hospital	MUC	Day Clinical Centre	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	09/01/2015
35962	26/09/2014	0004	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Abuse	Approved	06/11/2014
35999	27/09/2014	0430	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	03/11/2014
36171	27/09/2014	2345	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	08/10/2014
36005	27/09/2014	0400	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		nameneeds inputted	Approved	13/01/2015
36023	28/09/2014	0500	Daisy Hill Hospital	FSS	CT Scanner	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	29/09/2014
36048	29/09/2014	0300	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	09/10/2014
36099	29/09/2014	2150	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	09/10/2014
36104	30/09/2014	1700	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/10/2014

36116	01/10/2014	0830	Daisy Hill Hospital	IMWH	Antenatal Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Breakdown in communication re: appointment contributed to the stressful situation of the patient. A new appointment has been sent to the patient.	Approved	07/10/2014
36168	02/10/2014	2345	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		see above	Approved	
36167	02/10/2014	2100	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	10/12/2014
36289	02/10/2014	0230	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	08/10/2014
36533	03/10/2014	1545	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/10/2014
36293	03/10/2014	1745	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None.	Approved	08/10/2014
36206	04/10/2014	0140	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	09/01/2015
36246	06/10/2014	0000	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	17/10/2014
37225	06/10/2014	2200	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	29/10/2014
36341	08/10/2014	1000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Staff member had attended MAPA training 2 weeks ago but was unable to lever patients hands from her head as patient was gripping her hair very tightly.Patient didn't respond to requests to let go either	Approved	30/10/2014
36530	08/10/2014	0500	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	13/10/2014
36465	10/10/2014	2130	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		await	Approved	23/10/2014
36577	10/10/2014	0500	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	15/10/2014

36411	10/10/2014	0130	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	17/10/2014
36412	10/10/2014	0100	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		No lesson to be learned	Approved	13/10/2014
36507	12/10/2014	2000	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	03/11/2014
36582	14/10/2014	0920	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		as above	Approved	15/10/2014
36741	16/10/2014	2345	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	20/10/2014
36740	16/10/2014	2019	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	20/10/2014
36743	16/10/2014	0625	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	21/10/2014
36688	17/10/2014	0120	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	17/10/2014
36731	18/10/2014	1053	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		patients mother should perhaps have been offered complaints procedure,	Approved	23/10/2014
36742	18/10/2014	0840	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	21/10/2014
36738	19/10/2014	0235	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abuse	Approved	20/10/2014
37247	20/10/2014	0910	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		await	Approved	30/10/2014
36809	21/10/2014	0300	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		assault	Approved	23/10/2014
36868	21/10/2014	2000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	22/10/2014
37077	21/10/2014	0230	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	27/10/2014
37079	21/10/2014	1000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	27/10/2014

36860	21/10/2014	1000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	abusive patient	Approved	23/10/2014
36878	21/10/2014	2230	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		as above	Approved	24/10/2014
37251	25/10/2014	1105	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	30/10/2014
37054	25/10/2014	1400	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff debriefed regarding verbal abuse.	Approved	10/07/2015
37663	26/10/2014	1150	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/11/2014
37069	26/10/2014	0500	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	27/10/2014
37097	27/10/2014	0630	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	28/10/2014
37156	27/10/2014	2245	Craigavon Area Hospital	CCS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff do need to leave the unit to visit changing room, canteen etc. a personal alarm is now available on the ward for staff who leave the unit at night for extra security. Remain alert and aware of surroundings and anyone acting suspiciously. A personal alarm can be frightening and may provide time to get to safety.	Approved	29/10/2014
37185	28/10/2014	1230	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none of note	Approved	28/10/2014
37242	30/10/2014	0300	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	31/10/2014
37357	30/10/2014	1505	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	04/11/2014
37666	01/11/2014	0015	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/11/2014
37349	01/11/2014	1700	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		as above	Approved	03/11/2014
37665	01/11/2014	1700	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/11/2014
37404	01/11/2014	1210	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	10/07/2015
37353	02/11/2014	0400	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	03/11/2014
37385	03/11/2014	1145	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		verbal abuse	Approved	30/09/2015

37671	03/11/2014	1232	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	10/11/2014
37847	04/11/2014	0215	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/11/2014
37482	04/11/2014	1930	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		abuse	Approved	05/11/2014
37622	08/11/2014	0230	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	10/11/2014
37633	08/11/2014	0820	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	10/11/2014
37632	08/11/2014	1000	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	10/11/2014
37631	08/11/2014	1440	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		as above	Approved	17/11/2014
37641	08/11/2014	0200	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		as above	Approved	17/11/2014
37645	09/11/2014	0430	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	17/11/2014
37668	09/11/2014	1721	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	22/11/2014
37643	09/11/2014	0030	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		NIL	Approved	03/08/2015
37727	10/11/2014	2150	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		await	Approved	12/11/2014
37911	10/11/2014	2030	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	25/11/2014
37683	10/11/2014	0700	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	10/12/2014
37743	11/11/2014	1100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	12/11/2014
38338	11/11/2014	2035	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	25/11/2014
38343	12/11/2014	0445	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/11/2014
37779	12/11/2014	0445	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	12/11/2014
37835	12/11/2014	0245	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	06/07/2015
37874	13/11/2014	2230	Daisy Hill Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		abuse	Approved	17/11/2014

37873	13/11/2014	2300	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	22/11/2014
37959	16/11/2014	0415	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	22/11/2014
37981	17/11/2014	0300	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		As above	Approved	17/11/2014
38069	18/11/2014	1424	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		As above	Approved	18/11/2014
38371	18/11/2014	1630	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	26/11/2014
38071	18/11/2014	1340	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		As above	Approved	18/11/2014
38388	19/11/2014	0540	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	26/11/2014
38196	20/11/2014	2144	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Moderate		await notes	Approved	22/05/2015
38201	21/11/2014	0710	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		ward manager to inform reporter he wrongly assigned datix ED majors	Approved	21/11/2014
38386	21/11/2014	0720	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/11/2014
38284	22/11/2014	1830	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff member remained calm throughout the incident and tried to reassure the patient as much as possible. Complaints leaflet given appropriately.	Approved	24/11/2014
38345	22/11/2014	2025	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/11/2014
38292	22/11/2014	2050	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	24/11/2014
38464	25/11/2014	1000	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	29/12/2014
38385	25/11/2014	0500	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/11/2014
38455	26/11/2014	1900	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	10/12/2014
38418	26/11/2014	0420	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		absconder	Approved	26/11/2014
38454	26/11/2014	1740	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/01/2015

38457	27/11/2014	0125	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	assault	Approved	01/12/2014
38909	27/11/2014	0815	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	10/12/2014
38603	30/11/2014	1530	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	29/12/2014
38923	03/12/2014	0000	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/12/2014
38924	03/12/2014	1615	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/12/2014
38914	04/12/2014	1215	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/12/2014
38795	06/12/2014	2245	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		agitated patient possible underlying medical reason reporter did not populate name of patient, ward manager aware of this omission and advised to feed back to staff concerned	Approved	08/12/2014
38917	09/12/2014	1830	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		NONE	Approved	29/12/2014
38947	10/12/2014	2200	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	
39133	10/12/2014	2020	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	13/01/2015
39787	10/12/2014	2020	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/01/2015

39130	11/12/2014	1400	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	13/01/2015
39060	13/12/2014	1700	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Staff reminded to insert name of abuser.	Approved	24/02/2015
39128	15/12/2014	2000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	16/12/2014
39178	16/12/2014	1300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		member of staff to be booked onto next available mapa training.	Approved	24/02/2015
39188	17/12/2014	0200	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		await	Approved	10/07/2015
39783	19/12/2014	0435	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/01/2015
39784	19/12/2014	2335	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/01/2015
39307	20/12/2014	0420	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		need for MAPA training on this ward staff member needs offer of ward support or carecall	Approved	22/12/2014
39315	20/12/2014	1040	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	22/12/2014
39325	21/12/2014	0045	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		abuse	Approved	03/06/2015
39346	22/12/2014	0600	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/03/2015
39382	22/12/2014	2100	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		xxx	Approved	23/12/2014
39781	24/12/2014	1530	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	13/01/2015
39441	24/12/2014	1620	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	29/12/2014
39442	24/12/2014	1840	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/12/2014
39422	24/12/2014	0530	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		no lessons to be learnt	Approved	06/03/2015

39556	25/12/2014	0010	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None required	Approved	
39562	29/12/2014	2330	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		no	Approved	30/12/2014
39684	30/12/2014	1555	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	02/01/2015
41359	01/01/2015	0045	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41361	02/01/2015	2115	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
39723	02/01/2015	1325	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	21/07/2015
39756	03/01/2015	2300	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/01/2015
39760	03/01/2015	2200	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	16/01/2015
39788	04/01/2015	0630	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/01/2015
39763	04/01/2015	0830	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Patient was verbally abusive to staff and was non compliant with insulin medication resulting in hypo glycaemia episodes.	Approved	22/01/2015
39826	05/01/2015	0523	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	09/01/2015
39907	07/01/2015	2045	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		no	Approved	08/01/2015
39993	09/01/2015	2230	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		disruption	Approved	12/01/2015
40005	10/01/2015	1515	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	16/01/2015
40054	12/01/2015	2300	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	13/01/2015
40102	13/01/2015	1830	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff injured may be local levelk investigation	Approved	22/01/2015
40221	16/01/2015	1145	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		possible local level investigation as staff injured have advised sister pers that injured party should have been assessed in ED	Approved	21/01/2015

40523	16/01/2015	0100	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None required	Approved	
40264	17/01/2015	2300	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	21/01/2015
40522	18/01/2015	1005	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		N/A	Approved	
40494	21/01/2015	1330	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	30/01/2015
40398	21/01/2015	2023	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	19/02/2015
40524	23/01/2015	0355	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41385	25/01/2015	1730	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
40521	25/01/2015	0840	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41384	27/01/2015	1820	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None required	Approved	
40591	27/01/2015	1030	Craigavon Area Hospital	IMWH	Antenatal Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	03/03/2015
40646	28/01/2015	1400	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Nil	Approved	09/07/2015
40648	28/01/2015	1810	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	19/02/2015
42208	28/01/2015	1500	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		alleged assault on staff member	Approved	10/03/2015
40729	30/01/2015	2350	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		assault	Approved	27/02/2015
41360	30/01/2015	2325	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		N/A	Approved	
41357	30/01/2015	0710	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41358	30/01/2015	0018	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	

40783	31/01/2015	0540	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None required	Approved	
40731	31/01/2015	0535	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Violence	Approved	06/02/2015
40730	31/01/2015	0110	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	19/02/2015
40750	31/01/2015	2345	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	19/02/2015
40740	31/01/2015	1500	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		Communication failure	Approved	03/06/2015
40768	01/02/2015	1914	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Abuse	Approved	22/05/2015
41356	01/02/2015	0700	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
40815	02/02/2015	2300	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/02/2015
41355	03/02/2015	0900	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None Required	Approved	
41143	03/02/2015	1250	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Minor		None required	Approved	
40921	04/02/2015	2330	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/02/2015
41139	05/02/2015	0105	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None required	Approved	
41387	06/02/2015	0315	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None required	Approved	
41055	07/02/2015	2315	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/02/2015
41075	09/02/2015	0150	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	
41076	09/02/2015	0530	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	13/02/2015
41109	10/02/2015	0645	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		An unfortunate accident with a nurse & a post anaesthetic patient. this may happen occasionally.	Approved	17/02/2015
41388	10/02/2015	0414	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	22/07/2015
41227	11/02/2015	2300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/02/2015

41191	11/02/2015	1530	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	13/02/2015
41193	11/02/2015	1520	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	13/02/2015
41393	11/02/2015	0325	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41278	12/02/2015	2000	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	19/03/2015
41286	13/02/2015	0345	Craigavon Area Hospital	MUC	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	23/02/2015
41685	13/02/2015	1600	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41342	13/02/2015	1530	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		none	Approved	19/02/2015
41328	13/02/2015	0815	Daisy Hill Hospital	MUC	Cardiology Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	27/03/2015
41372	14/02/2015	1500	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	19/02/2015
41403	15/02/2015	1230	Daisy Hill Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	23/02/2015
41378	15/02/2015	0020	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		nil	Approved	22/07/2015
42131	16/02/2015	1535	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None required	Approved	
41489	17/02/2015	1345	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	23/02/2015
41578	18/02/2015	2138	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/03/2015
42132	19/02/2015	0240	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Noe required	Approved	
41540	19/02/2015	0747	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	19/02/2015
41796	20/02/2015	0000	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	23/03/2015
41792	21/02/2015	0000	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/03/2015
41711	24/02/2015	0910	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		to be booked on next available mapa training. going 9th and 10th June	Approved	01/06/2015
42704	25/02/2015	1930	Craigavon Area Hospital	FSS	Orthopaedic Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	03/06/2015
41879	01/03/2015	0830	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	04/03/2015
41890	02/03/2015	0300	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abusive patient	Approved	11/03/2015
42145	02/03/2015	1400	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		abuse	Approved	27/03/2015

41920	02/03/2015	1400	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	high risk patient	Approved	06/08/2015
41910	02/03/2015	2000	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/03/2015
41956	04/03/2015	0915	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	09/03/2015
42070	04/03/2015	0700	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	20/04/2015
42720	05/03/2015	0410	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	03/06/2015
42719	06/03/2015	2045	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	07/05/2015
42103	06/03/2015	2350	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	19/03/2015
42125	07/03/2015	1915	Craigavon Area Hospital	MUC	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	30/09/2015
42176	09/03/2015	2300	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Zero tolerance of abuse of staff policy adhered to.	Approved	19/05/2015
42175	09/03/2015	2310	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	
42235	11/03/2015	0620	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Patient has cerebral irritation secondary to cardiac arrest and /or use of alcohol/drugs. Difficult to avoid when managing this type of patient.	Approved	18/03/2015
42345	15/03/2015	0700	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	23/03/2015
42482	15/03/2015	0930	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Moderate		see below	Approved	23/03/2015
42340	15/03/2015	0300	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/03/2015
42415	16/03/2015	1320	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	03/06/2015
42374	16/03/2015	1330	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		.	Approved	18/03/2015

42380	16/03/2015	1530	Craigavon Area Hospital	MUC	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant
42402	17/03/2015	2120	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
42399	17/03/2015	1800	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
42401	17/03/2015	2200	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
42470	19/03/2015	2107	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
42503	20/03/2015	2130	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
43192	20/03/2015	2200	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
43193	20/03/2015	2350	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
42507	21/03/2015	0300	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor
43301	21/03/2015	2130	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate
43299	21/03/2015	0315	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
42561	23/03/2015	2130	Craigavon Area Hospital	MUC	2 Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
42724	25/03/2015	2015	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
42632	25/03/2015	2330	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant
42703	26/03/2015	2000	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
43300	26/03/2015	0648	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate
43474	27/03/2015	2115	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
42727	28/03/2015	1620	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
43302	29/03/2015	0830	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
42725	29/03/2015	0810	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate
42796	30/03/2015	1500	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
42797	30/03/2015	1500	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
42739	30/03/2015	0215	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
42771	30/03/2015	0930	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant
42787	30/03/2015	2140	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor

Irrelevant information redacted by the USI

	Approved	18/03/2015
	Approved	18/03/2015
none	Approved	20/04/2015
none	Approved	20/04/2015
none	Approved	20/04/2015
Patient has periods of confusion	Approved	27/03/2015
nil	Approved	24/04/2015
nil	Approved	24/04/2015
none	Approved	20/04/2015
None	Approved	04/06/2015
None	Approved	04/06/2015
abuse	Approved	20/04/2015
nil	Approved	08/05/2015
Nil	Approved	30/03/2015
alleged assault on staff nurse	Approved	31/03/2015
None	Approved	04/06/2015
none	Approved	05/06/2015
abuse	Approved	31/03/2015
None	Approved	04/06/2015
abuse	Approved	27/04/2015
assault	Approved	01/04/2015
assault	Approved	01/04/2015
none	Approved	17/04/2015
This is a very common problem with many Intensive Care patients. The security team were of great benefit and assistance in helping prevent further injury to staff.	Approved	03/04/2015
abuse	Approved	01/04/2015

43476	31/03/2015	0510	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	05/06/2015
44031	01/04/2015	1700	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	no learning	Approved	27/05/2015
43806	01/04/2015	1000	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	24/06/2015
42955	04/04/2015	1944	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Insignificant	Irrelevant information redacted by the USI	abuse	Approved	27/04/2015
42959	04/04/2015	1949	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	communication issue	Approved	15/04/2015
43168	07/04/2015	2100	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	29/07/2015
43009	07/04/2015	2045	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	NONE	Approved	17/04/2015
43807	08/04/2015	0730	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	04/06/2015
43041	08/04/2015	1845	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	
44024	11/04/2015	0530	Craigavon Area Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI	none required	Approved	
43110	11/04/2015	0600	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none	Approved	28/04/2015
43123	11/04/2015	2300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none	Approved	01/07/2015
44025	13/04/2015	1455	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none required	Approved	
44030	14/04/2015	2030	Craigavon Area Hospital	FSS	General Outpatients Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	none required	Approved	
43222	15/04/2015	1100	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	none	Approved	18/08/2015
44452	15/04/2015	0903	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none required	Approved	
43269	16/04/2015	2315	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	01/07/2015
43270	16/04/2015	2320	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	none	Approved	25/06/2015
43309	18/04/2015	1400	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	has attended mapa training on dates indicated.	Approved	03/06/2015
43339	19/04/2015	2330	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	24/09/2015

43323	19/04/2015	0840	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	Local investigation form completed by Ward Sr on advise of HOS cardiology	Approved	06/07/2015
44182	19/04/2015	2340	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	
43393	21/04/2015	1625	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	28/04/2015
43499	22/04/2015	1100	Daisy Hill Hospital	IMWH	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff to follow the zero tolerance of abuse protocol.	Approved	12/05/2015
43498	25/04/2015	0215	Daisy Hill Hospital	IMWH	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-Junior Dr informed that if patient is bleeding heavily in ED they should seek advice from Consultant on Call. -Leaflet regarding vaginal bleeding in pregnancy and miscarriage leaflet should have been given to the patient in EPPC or at booking. Pt should have been counselled regarding what to expect and what to do.	Approved	12/05/2015
43535	26/04/2015	1600	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		history of patient should be obtained at hand over staff were informed of the confusionnot of her aggression	Approved	26/04/2015
43546	27/04/2015	0440	Daisy Hill Hospital	FSS	General Outpatients Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	28/04/2015
43652	27/04/2015	1910	Craigavon Area Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		The need for more secure locking devices on all doors leading to Xray to improve security especially for lone workers after 5pm	Approved	05/05/2015
43650	29/04/2015	1000	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/04/2015
43709	30/04/2015	1745	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	26/05/2015
44453	01/05/2015	0440	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none required	Approved	
44178	02/05/2015	2120	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
43823	04/05/2015	1940	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		nil	Approved	23/06/2015

43826	04/05/2015	2320	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	none	Approved	22/05/2015
43812	04/05/2015	1230	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		needs follow up for MAPA training	Approved	01/06/2015
43957	08/05/2015	0415	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		as above	Approved	10/07/2015
44007	09/05/2015	1500	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	06/05/2016
44021	09/05/2015	2200	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		await follow up actions/information	Approved	11/05/2015
44018	09/05/2015	2315	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Assault etc with a weapon	Moderate		disruption	Approved	22/05/2015
44011	09/05/2015	1700	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none required	Approved	
44032	09/05/2015	1845	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	26/05/2015
44012	09/05/2015	2100	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NONE	Approved	26/06/2015
44014	09/05/2015	2300	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	27/05/2015
43996	09/05/2015	0705	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ENSURE STAFF ARE SUPPORTED AND OFFERED CARE CALL	Approved	13/08/2015
44022	10/05/2015	0000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	
44177	10/05/2015	1615	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none required	Approved	
44023	10/05/2015	0802	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	26/05/2015
44081	11/05/2015	1620	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		Staff to adhere to zero abuse to staff policy.	Approved	19/05/2015
44115	12/05/2015	1500	Craigavon Area Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	14/05/2015
44256	15/05/2015	1925	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	26/05/2015
44307	17/05/2015	0001	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	
44455	17/05/2015	0000	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
44454	19/05/2015	1500	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	21/05/2015
44438	20/05/2015	0015	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		disruption	Approved	01/06/2015
44437	20/05/2015	1835	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
44524	23/05/2015	1145	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	02/06/2015
44573	23/05/2015	2230	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	25/05/2015
44559	24/05/2015	1100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant			Approved	25/05/2015

44565	24/05/2015	2345	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	nil	Approved	23/06/2015
44558	24/05/2015	0830	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	25/05/2015
44582	25/05/2015	0500	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none required	Approved	
44570	25/05/2015	0430	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	25/05/2015
44674	26/05/2015	0800	Craigavon Area Hospital	CCS	Day Procedure/Day Surgery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		As above.	Approved	16/07/2015
44841	28/05/2015	2040	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		no lessons learnt from this incident	Approved	15/06/2015
44818	28/05/2015	1700	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		should have gone to ED for formal assessment	Approved	17/06/2015
44920	29/05/2015	2150	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		no lessons	Approved	08/06/2015
44939	30/05/2015	2100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		ward manager asked to follow up how staff member is post incident	Approved	01/06/2015
44952	31/05/2015	0010	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NONE	Approved	25/06/2015
45218	06/06/2015	1645	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		absconder	Approved	03/08/2015
45427	08/06/2015	0025	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	24/06/2015
45338	10/06/2015	2200	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		contact the night coordinator earlier if possible to support the staff, clinical supervision in place for staff involved. Staff offered occ health and care call.	Approved	05/08/2015
45784	10/06/2015	1900	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	24/06/2015
45782	11/06/2015	1920	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	24/06/2015
45629	16/06/2015	1050	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Hos for AHP required that a group is established to review / develop Restraint policy.	Approved	14/07/2015
45664	17/06/2015	1500	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	26/08/2015
45769	19/06/2015	2000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above shared at pt safety briefing	Approved	17/07/2015
45783	19/06/2015	1350	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	14/07/2015
47771	19/06/2015	1415	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
45791	21/06/2015	0700	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		proper protocol followoed	Approved	17/07/2015

45805	21/06/2015	1840	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI	as above - shared at pt safety briefing	Approved	16/07/2015
45868	23/06/2015	0955	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	26/06/2015
45945	23/06/2015	1900	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	03/07/2015
45998	25/06/2015	1900	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	26/06/2015
45986	25/06/2015	1150	Craigavon Area Hospital	SEC	ENT Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor		none	Approved	07/09/2015
46137	27/06/2015	2200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	02/07/2015
46080	28/06/2015	0300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		local investiagtion form completed	Approved	06/07/2015
46090	29/06/2015	0215	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		no	Approved	27/07/2015
46223	30/06/2015	2000	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	28/07/2015
47768	03/07/2015	0030	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
46261	03/07/2015	0820	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none required	Approved	
46321	04/07/2015	0410	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	10/07/2015
46397	08/07/2015	0130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		PSNI should be called when a patient who is with prison officers, becomes violent.	Approved	21/07/2015
46379	08/07/2015	0115	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	21/07/2015
46419	09/07/2015	0510	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Approved	25/09/2015
46445	09/07/2015	0520	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	10/08/2015
46483	10/07/2015	0700	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		No learning	Approved	06/08/2015
46459	10/07/2015	0703	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	

46463	10/07/2015	1220	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	one	Approved	02/08/2015
46495	11/07/2015	2145	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		adequate complete handover is essential when transferring individuals who are known to be aggressive.In this case it would have made little difference to the patients management, but security team had been called previously to this patient and staff needed to be aware of this matter	Approved	15/07/2015
46494	11/07/2015	1945	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	25/08/2015
46843	11/07/2015	2109	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	
46844	11/07/2015	0707	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
50691	11/07/2015	0707	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one required	Approved	
46846	13/07/2015	1445	Craigavon Area Hospital	FSS	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		one	Approved	
46847	13/07/2015	0010	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	
46849	13/07/2015	0345	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	
46540	14/07/2015	0230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	26/05/2016
46646	15/07/2015	1530	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	10/08/2015
46654	15/07/2015	2000	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	10/08/2015
46680	16/07/2015	2000	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	22/07/2015
46685	17/07/2015	1610	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	22/07/2015
46691	18/07/2015	0700	Daisy Hill Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ecision to call psni should have been made sooner	Approved	10/08/2015
46693	18/07/2015	0930	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		ecision to call psni should have been made earlier by bed manager / night coordinator	Approved	10/08/2015
46765	20/07/2015	0110	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		il	Approved	22/07/2015
46850	20/07/2015	0040	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
47346	21/07/2015	2359	Craigavon Area Hospital	FSS	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	
46815	21/07/2015	1345	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		potential for disruption and aggression can be minimised when patients are transferred to unfamiliar surroundings by keeping environment as calm as possible and encouraging the family to participate in care.However his family were not willing to engage with this,and therefore this enhanced his patients feelin of abandonment,and isolation. elirium training being rolled out in trust. Appropriate Mappa training being reviewed for this ward	Approved	20/10/2015
46806	22/07/2015	1000	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		o	Approved	11/08/2015
46793	22/07/2015	0310	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/11/2016

47345	22/07/2015	0300	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	11/08/2015
46828	22/07/2015	1800	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Learning to be followed up in relation to proper propes followed out when filling in Datix	Approved	23/07/2015
46792	22/07/2015	0200	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		This incident further highlights in my opinion the vulnerability of the staff in this ward especially on shifts where there are fewer staff numbers on duty. Dealing with actual and potential aggression on this ward is difficult as potentially these patients or clients can be frail and vulnerable but also very aggressive, in my opinion there needs to be recognition that vulnerable staff on these shifts have access to MAPAtraining which is at present not available to them for resouce reasons,this situation has been uder review for some time, and training on dementia is available	Approved	30/10/2015
46891	22/07/2015	0145	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	
46809	22/07/2015	0800	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	22/07/2015
46884	22/07/2015	0145	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	
46798	22/07/2015	0155	Craigavon Area Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Nursing saftff need to include further detail when completing datix Issues not completed were what happened patient what was outcome	Approved	27/07/2015
46837	23/07/2015	0000	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		bank staff requested to sit with patient	Approved	03/09/2015
47344	24/07/2015	1730	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
46879	24/07/2015	0711	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		no	Approved	17/08/2015
46880	24/07/2015	0700	Craigavon Area Hospital	IMWH	Admissions/Assessment Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-Staff learning to adhere to policy on zero tolerance for abuse to staff.	Approved	30/07/2015
46927	25/07/2015	2255	Craigavon Area Hospital	IMWH	2 West Maternity Post Natal	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		-Zero tolerance of abuse to staff policy discussed with staff member. -No physical harm sustained by staff member. however staff felt threatened. Partner left ward shortly after incident and did not return.	Approved	03/11/2015
47351	27/07/2015	1940	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47350	31/07/2015	1830	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47348	31/07/2015	1600	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47105	31/07/2015	1310	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		If patients present to ED accompanie by PSNI & intrepreter required PSNI to communicate with ED staff if previously violent as may need to request male intrepreter	Approved	05/08/2015
47349	01/08/2015	2350	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47347	03/08/2015	2015	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47202	04/08/2015	0140	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	05/08/2015
47229	04/08/2015	1830	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		aggression	Approved	05/08/2015

47255	04/08/2015	1822	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	
47463	05/08/2015	0035	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47484	07/08/2015	1500	Daisy Hill Hospital	CCS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	21/09/2015
47400	10/08/2015	1020	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Restless muddled patient (cerebral irritation) nursed by a senior Nurse who made attempts to keep patient safe in bed.	Approved	24/08/2015
47469	11/08/2015	2130	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Possibly/probably unavoidable. The need for Mapa training to be assessed for staff in 2 South Medical.	Approved	20/08/2015
47555	13/08/2015	1220	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	
47513	13/08/2015	0615	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		see template	Approved	20/08/2015
47509	13/08/2015	0050	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	27/08/2015
47624	13/08/2015	1415	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47752	13/08/2015	0310	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47508	13/08/2015	0040	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/08/2015
47615	14/08/2015	0300	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	03/11/2016
47591	14/08/2015	0640	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	25/08/2015
47625	14/08/2015	2340	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	

47597	15/08/2015	0700	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	19/08/2015
47619	15/08/2015	2145	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		mappa training for key staff on this ward being addressed with Frances [REDACTED]	Approved	25/08/2015
47617	15/08/2015	2100	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/	Approved	03/11/2016
47646	16/08/2015	2040	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/	Approved	04/07/2016
47667	17/08/2015	1145	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47860	19/08/2015	1245	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	09/09/2015
47753	19/08/2015	1115	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
47794	21/08/2015	0200	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Minor		*	Approved	25/08/2015
47853	22/08/2015	2330	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		.	Approved	02/09/2015
47856	23/08/2015	0500	Craigavon Area Hospital	MUC	Ramone Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	02/09/2015
47893	24/08/2015	2330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Per to check S/n attendance at Mapa training has attended training	Approved	30/09/2015
47953	26/08/2015	1230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		SN involved came to no harm, attended ED. nil ordered. offered Carecall and OH, not required. Ward manager aware.	Approved	19/05/2016
48044	29/08/2015	0200	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		.	Approved	02/09/2015
48415	03/09/2015	1230	Craigavon Area Hospital	CCS	MRI Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		N/A	Approved	22/10/2015
48207	03/09/2015	2245	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		.Patient involved had dementia and was confused, staff must use mapa techniques when managing these patients.	Approved	10/09/2015
48209	03/09/2015	2300	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	
48225	04/09/2015	0015	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	
48208	04/09/2015	0200	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		no	Approved	
48323	07/09/2015	2200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	15/09/2015
48361	08/09/2015	0330	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		patient confused and restless escalated for further assessment to ensure safety to both patient and staff	Approved	15/09/2015
50693	09/09/2015	1400	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None required	Approved	
48498	11/09/2015	1815	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		escalate to HOS if additional staff are required to ensure Patient/staff safety	Approved	24/09/2015
48452	11/09/2015	0215	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Per to access MAPA training as required for staff	Approved	17/09/2015
48657	15/09/2015	2130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	22/09/2015

48913	15/09/2015	2140	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	22/09/2015
48690	16/09/2015	1945	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	06/10/2015
49387	18/09/2015	1842	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
48740	18/09/2015	0200	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	23/09/2015
48836	20/09/2015	2250	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Insignificant		None	Approved	22/09/2015
49066	24/09/2015	1330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Detained patient	Approved	28/09/2015
49210	25/09/2015	1130	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	29/09/2015
49243	25/09/2015	1830	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	29/09/2015
49200	25/09/2015	1830	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	15/10/2015
49195	26/09/2015	2220	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		family involved and understanding of patients behaviour. Continue to observe and monitor patient	Approved	11/11/2015
50149	29/09/2015	0047	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
50151	29/09/2015	0057	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		Kitchen door should be keypad locked to avoid similar incidents happening again.	Approved	
49237	29/09/2015	0130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Moderate		continue to nurse observation bay wm to ensure staff up o date with MAPA Consider locking kitchen door at night	Approved	01/10/2015
49297	30/09/2015	0500	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Nil.	Approved	02/10/2015
49405	01/10/2015	2230	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Racial	Minor		racial abuse	Approved	09/10/2015
49412	01/10/2015	1610	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None.	Approved	23/10/2015
49404	02/10/2015	0105	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Moderate		ensure confused elderly patient have all usual medication assessed and prescribed no staff injured	Approved	07/10/2015
50140	02/10/2015	0530	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
49447	03/10/2015	0305	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	02/11/2015
50139	04/10/2015	1710	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
49537	05/10/2015	2330	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	15/10/2015
50144	06/10/2015	1235	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	

49559	06/10/2015	1200	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI	taff to attend Delirium awareness sessions. Review agression incidents nd ? Mappa training required	Approved	07/10/2015
49624	07/10/2015	2330	Daisy Hill Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	15/10/2015
49690	09/10/2015	0230	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		waiting outcome of joint panel review	Approved	25/01/2016
49699	09/10/2015	0245	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		waiting outcome of review	Approved	25/01/2016
49842	09/10/2015	1600	Craigavon Area Hospital	CCS	Occupational Therapy Dept	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		pecific appointment time to be given to patient. Appointment system mended to allow for appointments triaged as urgent following racture/orthopaedic clinic to be allocated a specific time slot. Security hone number to be listed on all telephones in treatment areas.	Approved	15/10/2015
49763	11/10/2015	0500	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		staff should have some level of MAPA training Clinical Sister (pe) advises cute Governance she will discuss with Ward Manager on return from leave	Approved	21/10/2015
49786	11/10/2015	2100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		taff shoould recieve MAPA training	Approved	21/10/2015
49826	12/10/2015	2330	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	15/10/2015
49851	12/10/2015	2353	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	15/10/2015
49862	13/10/2015	1100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ssue of MAPA training accessibility raised by staff,clinical sister advised to peak to ward manager in relation to traling	Approved	21/10/2015
49827	13/10/2015	0145	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		taff should have access to MAPA training eek assistance and advise from HOS and Security	Approved	21/10/2015
49915	14/10/2015	1800	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		one	Approved	
49896	14/10/2015	0305	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		/A	Approved	
49873	14/10/2015	0315	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		s above.	Approved	03/05/2016
50014	17/10/2015	0215	Daisy Hill Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ONE	Approved	29/10/2015

50016	17/10/2015	0030	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	As Above	Approved	27/04/2016
50030	17/10/2015	0030	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		As above	Approved	27/04/2016
50042	18/10/2015	0000	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		continue to manage patient as dilirium Document all accusations from patient and investigate as appropriate	Approved	04/11/2015
50036	18/10/2015	0748	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		As above	Approved	17/12/2015
50093	19/10/2015	1830	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/10/2015
50214	21/10/2015	1430	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		As above	Approved	26/04/2016
50175	21/10/2015	0400	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/10/2015
50308	22/10/2015	2030	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	29/10/2015
50315	24/10/2015	0610	Craigavon Area Hospital	SEC	Orthopaedic Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		all appropriate actions taken by ward staff staff had mapa training	Approved	30/10/2015
50342	24/10/2015	1200	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	28/10/2015
50333	25/10/2015	1330	Craigavon Area Hospital	SEC	Orthopaedic Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Major	Irrelevant information redacted by the USI	Security / PSNI advice sought when there are drug physical /disruptive patients on ward	Approved	30/10/2015
50537	25/10/2015	0900	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
50427	26/10/2015	1825	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	

50493	29/10/2015	0430	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI					high risk patient withdrawal symptoms	Approved	19/11/2015
50655	30/10/2015	1330	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor						continue to manage confused/aggressive psatients with strategies taught in MAPA	Approved	24/11/2015
50573	30/10/2015	0200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor						staff invloved trained in MAPA continuw to use strategies to anage disruptive behaviour and verbal abuse	Approved	24/11/2015
50706	05/11/2015	0100	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor						all appropriate actions undertaken to reassure and calm patient Security and night co-ordinator attended	Approved	11/11/2015
50868	05/11/2015	1800	Craigavon Area Hospital	FSS	Public Toilets	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor						None	Approved	
51531	06/11/2015	1900	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor						None	Approved	
50807	06/11/2015	2000	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Insignificant						Discussed issue with sstaffing and recruitmet drive and stff supported through bank agency and redeployment	Approved	
50796	07/11/2015	1325	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant						Discussed at briefing	Approved	
51532	08/11/2015	1230	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor						None	Approved	
50855	09/11/2015	1850	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor						none	Approved	02/12/2015
50912	10/11/2015	1445	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor						staff involved in incident came to no harm patient confused and verbally aggressive, transferred to gillis following referral to memory liason.	Approved	16/11/2015
50987	10/11/2015	2130	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate						None required	Approved	
50985	11/11/2015	2100	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate						None	Approved	
50986	11/11/2015	1630	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor						None	Approved	
51034	12/11/2015	1810	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate						continue to use strategies under MAPA for verbal y aggressive patient	Approved	23/12/2015
51039	13/11/2015	0335	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor						MAPA training to be organised for staff	Approved	02/04/2016

51150	13/11/2015	1520	Daisy Hill Hospital	MUC	Day Clinical Centre	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	as above	Approved	15/01/2016
51533	14/11/2015	2330	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	
51084	14/11/2015	0135	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		nil	Approved	18/09/2016
51109	15/11/2015	0500	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		None	Approved	17/11/2015
51298	18/11/2015	2200	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	15/01/2016
51420	22/11/2015	0640	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		Bank to follow up on MAPA training of agency staff	Approved	23/12/2015
51442	23/11/2015	2230	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		MAPa training is required for all staff in this ward as there is a number of ongoing incidents of this nature	Approved	23/12/2015
51486	24/11/2015	2310	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	26/11/2015
52342	25/11/2015	1239	Community	CCS	Portadown HSSC	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		importance of giving clear instructions to patients and need to provide panic buttons/alarms in areas where there is a lone worker.	Approved	12/01/2016
51542	26/11/2015	1000	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		all appropriate actions taken	Approved	06/01/2016
51611	27/11/2015	0330	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	NIL	Approved	03/05/2016
51676	30/11/2015	0710	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		staff to continue to use starategies to calm and reassure patient PoVA form to ? be completed on patient	Approved	23/12/2015

51719	02/12/2015	0100	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	il	Approved	15/01/2016
51800	05/12/2015	1953	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	07/12/2015
51804	06/12/2015	0100	Daisy Hill Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Moderate		ORRECT ACTIONS TAKEN	Approved	09/12/2015
51816	06/12/2015	2030	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	07/12/2015
51818	07/12/2015	0045	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		assessed for need for one to one, but decided it was not required	Approved	03/11/2016
51923	09/12/2015	1000	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Approved	21/04/2016
51900	09/12/2015	0010	Daisy Hill Hospital	FSS	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	11/01/2016
52020	12/12/2015	0600	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		are plan requires updating when events occur, and this is reflected in a change in care needs	Approved	16/12/2015
52060	14/12/2015	0130	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		s above care planning needs to be contemporaneous and altered/ammended in a timely manner	Approved	15/12/2015
52061	14/12/2015	0200	Daisy Hill Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		one	Approved	31/05/2016
52161	16/12/2015	2200	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		If appropriate actios taken staff do require MAPA training on this ward	Approved	26/01/2016
52123	16/12/2015	0505	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	16/12/2015
52159	17/12/2015	0300	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	11/01/2016
52524	17/12/2015	2310	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one required	Approved	

52254	19/12/2015	0110	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	ongoing MAPA training for Staff on ward 2 south to be accessed by ward manager	Approved	26/01/2016
52285	20/12/2015	2110	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Mapa training in date Continue to use techniques to calm patients who are confused and disruptive sue to alcohol withdrawal Security will assist as requested	Approved	23/12/2015
52475	20/12/2015	2120	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	
52523	21/12/2015	1435	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		No	Approved	
52374	22/12/2015	2200	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	24/12/2015
52522	26/12/2015	1830	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	
52460	27/12/2015	0650	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	11/01/2016
52466	28/12/2015	0130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Mapa training currently being accessed for staff in 1 south Mapa training in reporter ias	Approved	05/01/2016
52462	28/12/2015	0400	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	15/01/2016
52461	28/12/2015	0400	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	18/01/2016
52599	29/12/2015	2300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	22/02/2016
52760	31/12/2015	1300	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	14/01/2016
52597	02/01/2016	0430	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		all appropriate actions taken by staff at time of incident, staff not injured physically advised ward manager	Approved	26/01/2016
52631	03/01/2016	1600	Craigavon Area Hospital	SEC	Orthopaedic Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ward manager was spoken to by ward manager re zero tolerance for violence and aggression towards staff. all incident must be reported	Approved	08/03/2016
52808	05/01/2016	1900	Craigavon Area Hospital	IMWH	2 East Midwifery Led Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		-Staff to adhere to zero tolerance for abuse to staff policy.	Approved	04/02/2016
52753	05/01/2016	1100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		/	Approved	21/04/2016
52719	06/01/2016	0900	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		/	Approved	21/04/2016

52817	08/01/2016	0950	Community	CCS	Portadown HSSC	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Il abuse incidents must be reported to line manager	Approved	31/01/2016
52821	08/01/2016	1200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Il appropriate actions completed for this incident	Approved	21/01/2016
52787	08/01/2016	0505	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	08/01/2016
52839	09/01/2016	0830	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		taff aware he needs constant supervision	Approved	17/01/2016
52888	11/01/2016	1000	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Major		MP Patient with Hx personality disorder aciohol abuse became vilotent and ggressive o injury to staff or other patient ome staff have MAPA training but in this incident prison officers and ecurityan PSNI managed patient	Approved	21/01/2016
52877	11/01/2016	1020	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ost Incident Review to follow	Approved	25/01/2016
52878	11/01/2016	0250	Craigavon Area Hospital	FSS	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/A	Approved	
52976	13/01/2016	1600	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		roper protocol adhered to in manageing this incident	Approved	08/02/2016
53172	14/01/2016	1430	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		one	Approved	
53089	15/01/2016	2000	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		il	Approved	22/02/2016
53049	15/01/2016	1000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Il appropriate actions taken in this incident taff ongoing mapa training in ward 1 south	Approved	21/01/2016
53112	17/01/2016	1830	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	22/01/2016
53259	21/01/2016	0436	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Staff to adhere to zero tolerance for abuse of staff policy.	Approved	21/01/2016
53337	23/01/2016	1740	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		TAFF MEMBER CAME TO NO HARM. PROTOCOL FOLLOWED	Approved	07/02/2016

53419	24/01/2016	1104	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	03/02/2016
53406	26/01/2016	0700	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	28/01/2016
53405	26/01/2016	0700	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		patient was in an acute delerium and was not aware of his actions. Medical staff were aware of his condition and he was subsequently treated with medication which helped to make the patient calmer.	Approved	17/02/2016
53402	26/01/2016	0430	Craigavon Area Hospital	MUC	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		shared at breifing	Approved	05/02/2016
53469	27/01/2016	0720	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Nil	Approved	02/04/2016
53817	27/01/2016	1500	Banbridge Polyclinic	SEC	General Surgery Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NONE	Approved	18/08/2016
53549	28/01/2016	2230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	18/02/2016
53546	28/01/2016	1605	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	07/02/2016
53565	28/01/2016	1800	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		as above	Approved	22/02/2016
54050	02/02/2016	2130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Physical abuse, assault or violence	Minor		learning from this incident shared at sisters meeting - team meeting	Approved	28/04/2016
53788	04/02/2016	2345	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	17/02/2016
53814	04/02/2016	2245	Craigavon Area Hospital	FSS	Car Park/Grounds	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	26/02/2016
53848	06/02/2016	2200	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		continue to use strategies for confused elderly patients to reassure them at ward level	Approved	07/04/2016
53849	06/02/2016	0130	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		all appropriate actions undertaken in this incident	Approved	07/04/2016
53853	07/02/2016	0200	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	28/04/2016
53994	08/02/2016	1645	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Security advised to alert Catering Dept when they are unable to collect meal trolleys due to incident so alternative arrangements can be made	Approved	12/02/2016
53966	10/02/2016	0545	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff adhered to guidelines	Approved	06/03/2016
54068	12/02/2016	2130	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		nil	Approved	22/02/2016
54106	14/02/2016	1740	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		This should have been reported via locally resolved policy. E mail sent 4/3/16 To HOS PL regarding this nad to address with staff member submitting samr	Approved	04/03/2016
55333	15/02/2016	2050	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	

54346	17/02/2016	0230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54267	18/02/2016	1730	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
54319	19/02/2016	2250	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54338	20/02/2016	1100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54323	20/02/2016	0215	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
54325	20/02/2016	0215	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
55332	22/02/2016	2355	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54901	22/02/2016	2230	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54448	24/02/2016	0500	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54533	25/02/2016	2145	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54570	26/02/2016	1720	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
54603	28/02/2016	1030	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
54609	28/02/2016	1800	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
55327	28/02/2016	1750	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54648	29/02/2016	2030	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate
54688	01/03/2016	0700	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate
54682	01/03/2016	2340	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
54716	02/03/2016	1845	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54765	03/03/2016	1715	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate
54760	03/03/2016	0000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54758	03/03/2016	2330	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54783	05/03/2016	0030	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
54792	05/03/2016	1030	Craigavon Area Hospital	MUC	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
54787	05/03/2016	0030	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
54803	05/03/2016	2100	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor
55329	06/03/2016	0000	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate
54822	07/03/2016	0010	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor
54857	07/03/2016	1600	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor

Irrelevant information redacted by the USI

MAPA training ongoing on ward 1 south	Approved	10/05/2016
mapa training ongoing on this ward Continue to use strategies to for aggressive /disruptive patients	Approved	07/04/2016
Nil	Approved	02/04/2016
protocol adherred to.	Approved	28/02/2016
ongoing training in mapa on 1 south for staff	Approved	07/04/2016
mapa training ongoing on ward	Approved	07/04/2016
none	Approved	
None	Approved	10/03/2016
as above	Approved	06/03/2016
staff using stategies for managing patients with dilirium Some staff have MAPA, some staff trained in dilirium.	Approved	19/05/2016
issues discussed at safety briefing	Approved	13/04/2016
Staff are aware of ongoing incidents with this patient All staff advised to use strategies for managing patient s with dilrium at ward levl Patient o sedation and family assisting where they can 1:1 nursing when possible	Approved	13/04/2016
patient with dilrium, all staff advised to use strategies for managing same	Approved	13/04/2016
none	Approved	
continue to use strategies for managing patient s with dilirium	Approved	13/04/2016
no lessons to be learnt continue to request 1;1 suppevision for disruptive patients at ward level Ensure patient aware of zero tolerance for physical/verbal abuse to staff Sister	Approved	18/03/2016
no lesson to be learnt	Approved	04/05/2016
mapa training ongoing for staff Dilrium training now available	Approved	19/05/2016
proper protocol adhered to pt admitted to bluestone unit	Approved	14/03/2016
Mapa training is ongoing at ward level	Approved	18/07/2016
continue to use techniques for managing aggressive patients	Approved	19/05/2016
Mapa training on going in 1 south	Approved	19/05/2016
aggression nad agitation was attributed to Sepsis Need To remind staff to complete patient detauls when submitting datix	Approved	02/04/2016
policy on safeguarding discussed with staff member who had attended training in the last month,	Approved	10/03/2016
Share good practice with staff	Approved	13/05/2016
none	Approved	
confused patient became aggressive, strategies used to calm patient Mapa training ongoing at ward level	Approved	19/05/2016
none	Approved	24/06/2016

54849	07/03/2016	1230	Daisy Hill Hospital	CCS	Day Procedure/Day Surgery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI	None	Approved	22/03/2016
55326	07/03/2016	2340	Craigavon Area Hospital	FSS	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	30/03/2016
55331	07/03/2016	1052	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	
54870	08/03/2016	0550	Daisy Hill Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	14/03/2016
55325	09/03/2016	0130	Craigavon Area Hospital	FSS	Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55054	10/03/2016	0030	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	04/05/2016
55324	11/03/2016	1230	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55321	16/03/2016	1340	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55595	17/03/2016	1000	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		Appropriate action completed	Approved	20/07/2016
55239	17/03/2016	1945	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	19/05/2016
55316	17/03/2016	1855	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	
55317	17/03/2016	0045	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55318	17/03/2016	1645	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	
55319	17/03/2016	1505	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55322	17/03/2016	0411	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55323	17/03/2016	2155	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55283	18/03/2016	1659	Craigavon Area Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		as above	Approved	28/03/2016
55280	18/03/2016	1920	Daisy Hill Hospital	MUC	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	28/03/2016

55629	19/03/2016	1830	Craigavon Area Hospital	FSS	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	
55625	21/03/2016	1930	Craigavon Area Hospital	FSS	General Outpatients Reception/Waiting Area	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55474	23/03/2016	2330	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		MAPPA ongoing in 1 south	Approved	26/05/2016
55472	23/03/2016	0630	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Insignificant		no lessons to be learnt	Approved	
55626	23/03/2016	2324	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55489	24/03/2016	1130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		MAPPA in 1 south ongoing	Approved	26/05/2016
55564	26/03/2016	0834	Craigavon Area Hospital	IMWH	Delivery Suite, CAH	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Staff to adhere to zero tolerance of abuse to staff policy	Approved	11/05/2016
55920	27/03/2016	2200	Daisy Hill Hospital	IMWH	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Minor		staff confusion re correct swabs required for diagnosis of flu. this is the reason for two results and wrong information given to patient. staff educated re proper procedure and kit for taking flu swabs.	Approved	10/05/2016
55612	28/03/2016	2100	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	05/04/2016
55664	28/03/2016	1330	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55653	30/03/2016	0540	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	05/04/2016
55764	02/04/2016	2305	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	05/04/2016
56020	02/04/2016	0100	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
55821	04/04/2016	0745	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Father paying for same	Approved	12/04/2016
55876	04/04/2016	1335	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55868	05/04/2016	2335	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		all appropriate actions complete	Approved	24/04/2016
55911	05/04/2016	1850	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		Staff informed of importance of completing IR1 forms and ensuring Nurse in Charge is aware of all incidents.	Approved	12/04/2016
56017	06/04/2016	0900	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
55941	07/04/2016	2210	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		all appropriate actions completed, please report as RIDDO if sick leave continues ove 3 day period	Approved	24/04/2016
56018	07/04/2016	2130	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56019	08/04/2016	0750	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56031	10/04/2016	2030	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	05/05/2016
56093	10/04/2016	1100	Craigavon Area Hospital	FSS	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56021	10/04/2016	0500	Craigavon Area Hospital	FSS	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56084	13/04/2016	0045	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		all appropriate action completed	Approved	24/04/2016

56103	13/04/2016	1250	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	04/05/2016
56095	13/04/2016	0010	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
59191	13/04/2016	0515	Craigavon Area Hospital	FSS	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Appropriate use of security staff	Approved	
56129	14/04/2016	0240	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	05/05/2016
56139	14/04/2016	0730	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	04/05/2016
56128	14/04/2016	0248	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	04/05/2016
56265	14/04/2016	1418	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
56268	14/04/2016	0115	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
56263	15/04/2016	1215	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56264	15/04/2016	0700	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
56207	15/04/2016	2040	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		patient in withdrawal from alcohol	Approved	09/05/2016
56215	16/04/2016	1635	Daisy Hill Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	04/05/2016
56234	17/04/2016	1725	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		As above.	Approved	18/04/2016
56246	17/04/2016	1724	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	03/05/2016
56557	19/04/2016	2245	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56430	21/04/2016	1645	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		No	Approved	
56431	21/04/2016	0417	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56432	21/04/2016	0030	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56558	22/04/2016	2130	Craigavon Area Hospital	FSS	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56458	23/04/2016	0230	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		As above	Approved	26/04/2016
56471	23/04/2016	0945	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	27/04/2016
56507	24/04/2016	2330	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	04/05/2016
56506	25/04/2016	0545	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		To identify patients with aggression/ delirium early	Approved	25/04/2016

56530	25/04/2016	1500	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Staff reminded to report all aggression and violence as it will not be tolerated within the southern trust. Staff were placed under immense stress whilst trying to deal with this patients care needs on a daily basis. Staff tried to utilize family to assist where possible, but as a team we all felt that we could not care for this patient properly.	Approved	17/10/2016
56539	25/04/2016	0945	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		h/a	Approved	21/07/2016
56583	26/04/2016	2200	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	05/05/2016
56546	26/04/2016	0150	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Str Perso stated if NA not happy , core staff could support and bank work on ward	Approved	26/04/2016
56611	27/04/2016	1300	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		STAFF TO REPORT ALL VIOLENCE AND AGGRESSION	Approved	21/07/2016
59189	27/04/2016	2330	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	
56672	28/04/2016	1800	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		hil	Approved	05/05/2016
56619	28/04/2016	0449	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	04/05/2016
59188	28/04/2016	0550	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	
56668	29/04/2016	0700	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	29/04/2016
56785	29/04/2016	0700	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		If Patient is not being disruptive advise nursing staff that it is not a security incident.	Approved	06/05/2016
56773	01/05/2016	2345	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		None	Approved	06/06/2016
56738	01/05/2016	2320	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	13/06/2016
56774	01/05/2016	2320	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56772	02/05/2016	1000	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	
56751	02/05/2016	0900	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		As above re PVA1	Approved	03/05/2016
57590	02/05/2016	0930	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
56776	02/05/2016	0915	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	

56878	02/05/2016	0015	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	06/05/2016
56803	03/05/2016	1815	Craigavon Area Hospital	IMWH	Admissions/Assessment Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-Pt appropriately contacted next day and offered another appointments and advise to attend if any concerns.	Approved	11/05/2016
56808	03/05/2016	2100	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	06/05/2016
56844	04/05/2016	1000	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		If patient is not disruptive or violent then security staff should leave	Approved	24/05/2016
56859	05/05/2016	0800	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff reminded to report all violence	Approved	21/07/2016
56980	09/05/2016	0500	Craigavon Area Hospital	FSS	2 North Haematology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	10/05/2016
57122	13/05/2016	0500	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		continue to report all violence at time	Approved	25/07/2016
57552	13/05/2016	2135	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/05/2016
57548	15/05/2016	0200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	25/05/2016
57189	16/05/2016	0050	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NONE	Approved	06/06/2016
57220	16/05/2016	1730	Daisy Hill Hospital	FSS	CT Scanner	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	24/05/2016
57226	16/05/2016	1930	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Such incidents result in many other portering tasks not being completed. Security staff need to ask nursing for assistance and to contact Bed Manager out of hours to take the bleep for blood calls	Approved	24/05/2016
57546	16/05/2016	1800	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/05/2016
57251	17/05/2016	1230	Craigavon Area Hospital	SEC	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Rabu contacted re waiting list placement	Approved	15/08/2016
57315	17/05/2016	1500	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	24/05/2016
57243	17/05/2016	0700	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Security staff should assess the situation and ask person in charge to either provide nursing assistance or call psni	Approved	24/05/2016
57365	17/05/2016	0908	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	20/05/2016
57549	18/05/2016	0145	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/05/2016
57550	18/05/2016	0705	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	25/05/2016
57361	20/05/2016	0200	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	04/07/2016
57545	21/05/2016	2310	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	25/05/2016

57424	22/05/2016	0040	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	s above	Approved	05/06/2016
57445	22/05/2016	0900	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ontact PSNI when patient becomes unmanageable	Approved	24/05/2016
57543	22/05/2016	1630	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	25/05/2016
57482	23/05/2016	2300	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		s above	Approved	06/06/2016
57483	24/05/2016	0030	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		s above	Approved	06/06/2016
57592	24/05/2016	1545	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	
57574	24/05/2016	0545	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	27/05/2016
57642	24/05/2016	0910	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		taff advised at handover times of the patient's condition and aggressive incident.	Approved	29/06/2016
57579	25/05/2016	0500	Daisy Hill Hospital	MUC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		s above	Approved	22/06/2016
57575	25/05/2016	2300	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Moderate		one	Approved	27/05/2016
57613	26/05/2016	1700	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		s above	Approved	06/06/2016
57617	26/05/2016	1040	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ers to follow up with staff member to ensure they are ok and have not sustained any injuries.	Approved	31/08/2016
57591	26/05/2016	0700	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	
57593	26/05/2016	0522	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	02/08/2016
57594	26/05/2016	0010	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
57599	26/05/2016	0330	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	
57577	26/05/2016	0000	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		APPA Training ongoing on the ward.	Approved	18/07/2016
57656	27/05/2016	2300	Daisy Hill Hospital	FSS	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	31/05/2016
57748	27/05/2016	1144	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	02/06/2016
57707	28/05/2016	1000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		one	Approved	02/06/2016
57677	28/05/2016	2140	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		busive	Approved	18/07/2016
57745	28/05/2016	2200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	02/06/2016
57694	29/05/2016	1950	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		isruption	Approved	24/06/2016

57686	29/05/2016	1400	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	?	Approved	02/08/2016
57739	29/05/2016	0740	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	02/06/2016
57741	29/05/2016	1030	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	02/06/2016
57715	30/05/2016	1140	Craigavon Area Hospital	IMWH	1 West Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Staff advised to adhere to zero tolerance of abuse guideline.	Approved	08/06/2016
57701	30/05/2016	0315	Daisy Hill Hospital	FSS	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	31/05/2016
57702	30/05/2016	0240	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	20/06/2016
57987	31/05/2016	1235	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	NIL	Approved	08/06/2016
57755	31/05/2016	1845	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	as above	Approved	06/06/2016
57742	31/05/2016	0444	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	02/06/2016
57784	01/06/2016	0830	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	on going MAPA training for ward. staff advised to approach unsettled/confused patients with care and with 2 members if possible	Approved	20/07/2016
57844	01/06/2016	2230	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	
57845	01/06/2016	2100	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	
57848	02/06/2016	1015	Daisy Hill Hospital	CCS	Audiology Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	Review procedure for Staff introducing themselves to patients.	Approved	23/06/2016
57841	02/06/2016	1445	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	
57914	02/06/2016	1730	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	
57925	04/06/2016	2045	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Pat to speak with staff involved to ensure they are ok and have not sustained any injuries. Offer care call to staff involved. 18/07/16 No injuries to staff. MAPPA Training ongoing on the ward	Approved	18/07/2016
57933	04/06/2016	2044	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	
58056	05/06/2016	2200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	
57934	05/06/2016	0315	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	
57999	06/06/2016	2330	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	agitated patient	Approved	22/06/2016
57976	06/06/2016	1530	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	none	Approved	10/10/2016
58224	06/06/2016	0023	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	

58040	07/06/2016	2000	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate	Irrelevant information redacted by the USI				NIL	Approved	16/06/2016
58052	07/06/2016	1215	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor					None	Approved	
58053	07/06/2016	2100	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor					Staff aware to ensure patient safety and safety of staff at all times	Approved	17/06/2016
58042	07/06/2016	2015	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor					None	Approved	25/10/2016
58045	07/06/2016	2200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor					MAPPA training ongoing on ward 1 South	Approved	29/07/2016
58046	08/06/2016	0030	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor					Staff reminded to ensure staff safety and safety of patients at all times.	Approved	14/07/2016
58074	08/06/2016	1100	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant					as above	Approved	22/06/2016
58130	09/06/2016	1730	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI				Not able to Code this incident correctly in appropriate visit by [REDACTED] to this patient and relatives	Approved	03/08/2016
58135	09/06/2016	2130	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor					There is nowhere to drop down arrow for relatives been assaulted by a patient	Approved	03/08/2016
58184	09/06/2016	1700	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant					None	Approved	28/06/2016
58213	09/06/2016	2250	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor					None	Approved	
58148	10/06/2016	0300	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant					Nil	Approved	06/07/2016
58147	10/06/2016	0400	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant					None - protocol followed	Approved	06/07/2016
58214	10/06/2016	0030	Craigavon Area Hospital	FSS	Tower Block	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor					None	Approved	13/06/2016

58187	11/06/2016	0115	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	STAFF MADE AWARE OF POENTIAL DISRUPTIVE BEHAVIOUR AT EACH HANDOVER. PRIOR TO INCIDENT PATIENT HAD 1:1 FOR A NUMBER OF DAYS BUT HAD BECOME MORE SETTLED DURIN THE DAY PRIOR TO THIS INCIDENT	Approved	17/06/2016
58606	11/06/2016	1830	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	20/07/2016
58216	11/06/2016	2045	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	13/06/2016
58238	11/06/2016	0122	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		None	Approved	
58218	12/06/2016	1400	Craigavon Area Hospital	SEC	Orthopaedic Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		zero tolerance	Approved	18/07/2016
58209	12/06/2016	0100	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff reminded to approach patients who are agitated cautiously	Approved	28/06/2016
58217	12/06/2016	1200	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	13/06/2016
58225	12/06/2016	2120	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
58344	12/06/2016	0620	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
58294	13/06/2016	1935	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
58345	13/06/2016	1230	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
58347	14/06/2016	2300	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
58353	15/06/2016	1800	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	03/08/2016
58433	15/06/2016	1100	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Insignificant		as above	Approved	22/06/2016

58361	15/06/2016	0930	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	onfused patients should ideally have two staff in attendance for help if eeded.	Approved	14/07/2016
58346	15/06/2016	1950	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
58349	15/06/2016	2300	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		one	Approved	
58378	16/06/2016	2337	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		rotocol followed.	Approved	29/06/2016
58379	16/06/2016	2100	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor			Approved	04/07/2016
58384	16/06/2016	2330	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
58381	17/06/2016	0053	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		eing managed by PSNI.	Approved	31/08/2016
58404	18/06/2016	0230	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/08/2016
58482	18/06/2016	1245	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
58441	19/06/2016	1915	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		uicidal intoxicated patient with seculty involvement, patient later claimed njury	Approved	22/06/2016
58481	19/06/2016	0005	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	
58459	20/06/2016	1000	Craigavon Area Hospital	FSS	Switchboard	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		/A	Approved	05/07/2016
58657	21/06/2016	0100	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one at moment	Approved	16/08/2016
58567	22/06/2016	2320	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	10/10/2016
58724	23/06/2016	2200	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Moderate		s above... as outcome	Approved	14/07/2016
58655	23/06/2016	1720	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one at present- protocol adhered to	Approved	13/07/2016
58656	23/06/2016	1900	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		rotocol adhered to	Approved	29/06/2016
58605	23/06/2016	1830	Daisy Hill Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		buse	Approved	24/06/2016
58651	25/06/2016	2125	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	29/06/2016

58711	28/06/2016	0650	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None to date	Approved	29/06/2016
58800	30/06/2016	0100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Abusive patient.	Approved	
58849	30/06/2016	1630	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		protocol adhered to	Approved	05/07/2016
58841	30/06/2016	2340	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	25/10/2016
58959	30/06/2016	1000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	12/08/2016
58874	01/07/2016	1600	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	08/11/2016
58960	01/07/2016	1000	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	14/08/2016
58928	01/07/2016	0600	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		abusive patient	Approved	05/07/2016
58962	02/07/2016	2000	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	13/07/2016
59167	02/07/2016	1554	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	28/08/2016
58964	03/07/2016	1700	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	28/08/2016
58963	03/07/2016	0527	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	28/08/2016
58957	04/07/2016	0615	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	11/08/2016
58958	04/07/2016	1055	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	28/08/2016
59064	05/07/2016	1706	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	25/07/2016
58987	05/07/2016	1700	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Nil. Deescalation techniques did no work on this occasion.	Approved	14/07/2016
58994	05/07/2016	2230	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	14/07/2016
58996	06/07/2016	0300	Craigavon Area Hospital	MUC	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/	Approved	22/07/2016
58998	06/07/2016	0545	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-MAPPA training ongoing on 1 South	Approved	27/07/2016
59610	08/07/2016	0300	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Staff reminded of importance of completing datix forms and ensuring line managers are aware of incidents. HCA [redacted] back to full duties with no adverse effect.	Approved	31/08/2016
59192	08/07/2016	1815	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date - feedback given re need for guidance	Approved	28/08/2016
59116	08/07/2016	1815	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	13/07/2016
59109	09/07/2016	0100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		disruption	Approved	13/07/2016

59117	09/07/2016	0102	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None to date - proper protocol adhered to	Approved	13/07/2016
59136	10/07/2016	0120	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		no staff/relatives seriously injured	Approved	03/08/2016
59132	10/07/2016	0115	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		after DEBRIEFING WE MIGHT COME UP WITH LESSON LEARNED	Approved	03/08/2016
59177	10/07/2016	1330	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Approved	03/08/2016
59155	10/07/2016	1300	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Staff are not aware of new protocol.We did not received the new protocol	Approved	03/08/2016
59210	12/07/2016	2045	Daisy Hill Hospital	MUC	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		high risk patient very difficult to mange in general medical ward	Approved	20/07/2016
59211	12/07/2016	1550	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	25/10/2016
59221	12/07/2016	1730	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	10/08/2016
59265	12/07/2016	2330	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	28/08/2016
59205	13/07/2016	0120	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Staff followed Trust Protocol.	Approved	
59304	13/07/2016	1920	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date.	Approved	25/07/2016
59206	13/07/2016	0120	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Disruptive	Approved	13/07/2016
59561	14/07/2016	1935	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	03/08/2016
59294	14/07/2016	0830	Daisy Hill Hospital	FSS	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Security person who was spat at has taken a legal case	Approved	25/10/2016
59262	14/07/2016	0800	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		as above	Approved	26/08/2016
59280	14/07/2016	1430	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Disruption	Approved	15/07/2016
59256	14/07/2016	1030	Daisy Hill Hospital	SEC	Female Surgical/Gynae	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NONE	Being reviewed	
59560	15/07/2016	0736	Craigavon Area Hospital	FSS	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	28/07/2016
59515	15/07/2016	1439	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	29/07/2016
59303	15/07/2016	1020	Craigavon Area Hospital	FSS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date.	Approved	18/07/2016

59324	16/07/2016	0100	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Security person advised not to sit alone with a patient without a nurse present	Approved	25/10/2016
59562	17/07/2016	1753	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	28/08/2016
59336	17/07/2016	0310	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	10/10/2016
59457	17/07/2016	2030	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		as above	Approved	03/08/2016
59467	21/07/2016	1300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	14/09/2016
59468	21/07/2016	1300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	02/11/2016
60076	21/07/2016	1920	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None to date	Approved	31/08/2016
60078	22/07/2016	1415	Craigavon Area Hospital	FSS	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Security staff not to approach patients with any sort of weapon	Approved	09/08/2016
60079	22/07/2016	1715	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	14/08/2016
59533	23/07/2016	0200	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		as above	Approved	11/08/2016
59547	23/07/2016	1530	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	29/07/2016
59549	23/07/2016	0830	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Personal [REDACTED] consulted for advice and a meeting was held about [REDACTED] care, his care plan was updated to reflect his specific needs	Approved	26/09/2016
59534	23/07/2016	0100	Daisy Hill Hospital	SEC	Male Surgical/HDU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	11/08/2016
59596	25/07/2016	2030	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		If PSNI ARE PRESENT SECURITY STAFF SHOULD LEAVE	Approved	25/10/2016
59641	26/07/2016	2230	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		as above	Approved	09/08/2016
59635	26/07/2016	1945	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	09/08/2016
59724	26/07/2016	0800	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	10/10/2016
59725	26/07/2016	0900	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	02/08/2016
59726	26/07/2016	1000	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	03/08/2016

60081	27/07/2016	2300	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	one to date	Approved	
59821	29/07/2016	1630	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		nsure to document in the patients notes nsure the staff member is offered to go to AE	Approved	31/08/2016
59716	29/07/2016	0340	Daisy Hill Hospital	FSS	Rehabilitation, Level 4	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		one	Approved	22/11/2016
60082	29/07/2016	0200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one to date	Approved	14/08/2016
59715	29/07/2016	0315	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Il staff aware of care call service	Approved	16/08/2016
60085	30/07/2016	0350	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one to date	Approved	14/08/2016
60087	02/08/2016	1315	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one to date	Approved	
60091	03/08/2016	1300	Craigavon Area Hospital	FSS	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one to date	Approved	
60090	03/08/2016	0031	Craigavon Area Hospital	FSS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	
59884	03/08/2016	0015	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	03/08/2016
60093	05/08/2016	1530	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one to date	Approved	14/08/2016
60125	06/08/2016	1300	Craigavon Area Hospital	FSS	Paediatric Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		one	Approved	20/09/2016
60026	07/08/2016	0002	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		MAPPa Training ongoing on 1 South.	Approved	11/08/2016
60027	07/08/2016	0340	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	15/08/2016
60049	07/08/2016	1310	Craigavon Area Hospital	PHARM	Pharmacy Dispensary	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		review at the incident meeting	Approved	07/09/2016
60106	09/08/2016	1330	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		/a 2 . as above	Approved	16/08/2016
60074	09/08/2016	0110	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ROTOCOL ADHERRED TO PT CAME TO NO HARM	Approved	16/08/2016
60631	11/08/2016	0430	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one required	Approved	
60215	13/08/2016	0300	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		il	Approved	23/08/2016

60217	13/08/2016	0041	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	nil	Approved	14/08/2016
60213	13/08/2016	0130	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/10/2016
60214	13/08/2016	0245	Daisy Hill Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	10/10/2016
60240	14/08/2016	0545	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		-MAPPA training ongoing on ward. [Per] aware of need for 1:1 for patient. [Per] to speak to staff member involved and offer call care. 17/8/16 [Per] has spoken to staff member, refused a&e and Occ health. Made aware of care call. -Patient reviewed by medical team and commenced on risperidone -Patient is awaiting an EMI bed in a nursing home. -Patient continued on 1:1 observation level.	Approved	17/08/2016
60269	14/08/2016	1030	Craigavon Area Hospital	CCS	Day Procedure/Day Surgery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	22/08/2016
60301	15/08/2016	2300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NONE	Approved	02/11/2016
60337	16/08/2016	2100	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		-MAPPA Training ongoing on 1 south. [Pe] spoke with [Pe] to see if any further action required. 1-1 maintained and staff are made aware at each handover of this patients unpredictable pattern of becoming violent	Approved	17/08/2016
60386	16/08/2016	0530	Craigavon Area Hospital	FSS	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
60607	17/08/2016	1800	Daisy Hill Hospital	SEC	DEAW	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	08/11/2016
60630	17/08/2016	1820	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none required	Approved	
60343	17/08/2016	0820	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	25/10/2016
60467	20/08/2016	2330	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	14/09/2016
61554	20/08/2016	0200	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Minor		Information to be shared with other health care teams in case patient represents to HSCT- consultant in ED to action same.	Approved	26/09/2016
60494	20/08/2016	2145	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Contractors to ensure all access points are locked and secure	Approved	28/11/2016
60468	21/08/2016	0100	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	14/09/2016
60514	22/08/2016	1245	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
60628	22/08/2016	1220	Craigavon Area Hospital	FSS	Corridor/Stairs	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None to date	Approved	
60596	23/08/2016	2200	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		.	Approved	12/10/2016

60627	24/08/2016	0645	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	MAPPA Training ongoing on 1 South	Approved	16/09/2016
60584	24/08/2016	1720	Craigavon Area Hospital	IMWH	Admissions/Assessment Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-Staff to adhere to zero abuse to staff guidance	Approved	23/09/2016
60838	24/08/2016	1650	Craigavon Area Hospital	FSS	Antenatal Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
60605	25/08/2016	1010	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	10/10/2016
60652	26/08/2016	0300	Craigavon Area Hospital	MUC	ED Minors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		as above	Approved	28/08/2016
60714	27/08/2016	2028	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	
60729	27/08/2016	2000	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Approved	10/10/2016
60826	27/08/2016	2315	Craigavon Area Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		proper protocol adhered to	Approved	26/09/2016
60743	29/08/2016	2230	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		This emphasizes the need for ongoing review and follow up with staff, regarding the importance of reporting verbal abuse of any staff.	Approved	21/10/2016
60741	29/08/2016	2125	Daisy Hill Hospital	FSS	Female Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		/	Approved	25/10/2016
60754	30/08/2016	1210	Craigavon Area Hospital	MUC	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		1:1 asked for, no one available at present	Approved	30/08/2016
60824	31/08/2016	2115	Craigavon Area Hospital	MUC	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		as above	Approved	26/09/2016
60881	31/08/2016	2145	Craigavon Area Hospital	FSS	4 North	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none required	Approved	21/09/2016
60880	01/09/2016	1300	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None date- appropriate use off security	Approved	08/09/2016
60891	02/09/2016	2130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-Nil	Approved	16/09/2016
60917	03/09/2016	2145	Craigavon Area Hospital	MUC	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Being reviewed	
60915	04/09/2016	0415	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		-Nil	Approved	16/09/2016
60966	05/09/2016	1830	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NIL	Approved	08/09/2016
60971	06/09/2016	0330	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Sexual	Major			Being reviewed	
61212	07/09/2016	1905	Craigavon Area Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	20/11/2016
61211	08/09/2016	1145	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none required	Approved	
61147	09/09/2016	1600	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		none	Being reviewed	17/11/2016
61155	11/09/2016	2010	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		none	Being reviewed	
61159	11/09/2016	0750	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		Nil	Approved	11/10/2016

61146	11/09/2016	1030	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	staff aware of care call service	Approved	04/11/2016
61208	12/09/2016	1405	Craigavon Area Hospital	FSS	Emergency Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NONE REQUIRED	Approved	
61795	12/09/2016	0930	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
61216	13/09/2016	1138	South Tyrone Hospital	MUC	Minor Injuries Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		nil	Approved	
61278	14/09/2016	1700	Craigavon Area Hospital	CCS	ICU (HDU)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None staff adhering to policy maintaining patient and staff safety	Approved	17/09/2016
61370	16/09/2016	2300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate		n	Being reviewed	
61332	16/09/2016	0300	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	04/11/2016
61415	18/09/2016	1320	Craigavon Area Hospital	SEC	4 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		To continue	Approved	21/09/2016
61452	18/09/2016	2125	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61395	18/09/2016	0600	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	20/09/2016
61435	19/09/2016	1301	Daisy Hill Hospital	FSS	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		staff aware of care call service for support	Approved	04/11/2016
61431	19/09/2016	1110	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	19/09/2016
61467	19/09/2016	2110	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61457	19/09/2016	1320	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff aware of care call and occupational health for support	Approved	04/11/2016
61513	21/09/2016	0615	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		staff aware f care call service for support	Approved	04/11/2016
61794	21/09/2016	1240	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
61793	21/09/2016	0610	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	
61792	23/09/2016	2200	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	31/10/2016
61631	23/09/2016	2215	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		nil	Approved	29/09/2016
61617	23/09/2016	2300	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	

61785	24/09/2016	2230	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Correct protocol followed	Approved	07/11/2016
61650	24/09/2016	2140	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Learning from incident must be disseminated to ward staff and patient flow to ensure appropriate identification of outliers. Appropriate action was taken by the patient flow manager. Incident discussed at staff meeting.	Approved	20/10/2016
61643	24/09/2016	2235	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate		Personal	Approved	29/09/2016
61649	25/09/2016	1130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Nil	Approved	
61783	25/09/2016	1145	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Protocol followed, appropriate use of security. 1:1 nurse requested via Patient Flow team and supplied from Mental Health Learning Disability Team (patient is Autistic)which proved successful in keeping patient calm.	Approved	07/11/2016
61722	26/09/2016	2110	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
61729	26/09/2016	2225	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Protocol followed	Approved	17/11/2016
61777	26/09/2016	2050	Craigavon Area Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	
61819	29/09/2016	1500	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	02/11/2016
61818	29/09/2016	1030	Daisy Hill Hospital	FSS	Entrance/Exit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		NONE	Approved	10/10/2016
61854	29/09/2016	0216	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		As above	Approved	23/10/2016
61853	29/09/2016	2343	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61935	29/09/2016	2300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61833	30/09/2016	1550	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61806	30/09/2016	0115	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61909	03/10/2016	0700	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		As above	Approved	02/11/2016
61903	03/10/2016	0445	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
61902	03/10/2016	0400	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	02/11/2016
62151	03/10/2016	2135	Craigavon Area Hospital	FSS	2 South Stroke	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		None	Approved	
61970	05/10/2016	0800	Craigavon Area Hospital	IMWH	Antenatal Clinic	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		None	Approved	17/11/2016
62003	05/10/2016	2359	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		Staff made aware of care call service fo support	Approved	02/11/2016
62093	07/10/2016	2000	Craigavon Area Hospital	MUC	2 North Resp/Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Nil	Approved	10/10/2016

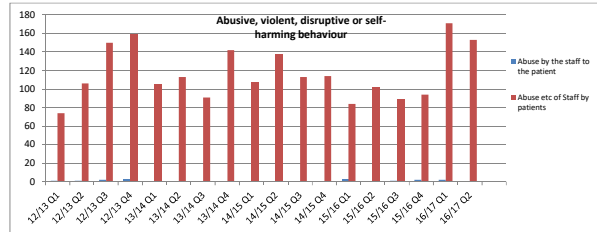
62092	07/10/2016	1620	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	11/10/2016
62060	07/10/2016	0245	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	02/11/2016
62057	07/10/2016	0045	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	25/10/2016
62145	09/10/2016	2315	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	Appropriate action taken to ensure patient and staff safety	Approved	21/10/2016
62174	09/10/2016	2100	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	13/10/2016
62148	10/10/2016	0310	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	Staff acted appropriately and did not go alone to administer medications. Staff have been advised if the patient is to aggressive to safely administer IM Medications to consider if the timing is right, and ask for male assistance if the patient is likely to hit out. Staff should all consider their own safety. Manual handling risk assessment has been updated post incident and patient included on ward safety brief as high risk for falls and aggression.	Approved	17/10/2016
62188	10/10/2016	2230	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	13/10/2016
62221	11/10/2016	2200	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	None	Approved	01/11/2016
62189	11/10/2016	0144	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI	None	Approved	13/10/2016
62192	11/10/2016	0630	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Being reviewed	
62645	12/10/2016	2145	Craigavon Area Hospital	SEC	3 South	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	25/10/16 cd - staff reminded at measures board that all incidents must be reported to ward manager as datix should have been completed at the time.	Approved	25/10/2016
62480	12/10/2016	1345	Daisy Hill Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	20/10/2016
62253	12/10/2016	1330	Daisy Hill Hospital	CCS	X-ray Dept (Radiology)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	None	Approved	20/10/2016
62272	13/10/2016	0245	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	None	Approved	01/11/2016
62314	14/10/2016	0005	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	staff aware of care call service for support	Approved	04/11/2016
62644	14/10/2016	0500	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	nil	Approved	04/11/2016
62643	16/10/2016	0450	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant	Irrelevant information redacted by the USI	As above	Approved	02/11/2016
62466	16/10/2016	1930	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI	As above	Approved	01/11/2016
62402	16/10/2016	1920	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	nil	Approved	17/10/2016
62411	16/10/2016	2251	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI	NIL	Approved	27/10/2016
62528	16/10/2016	1200	Craigavon Area Hospital	SEC	Trauma Ward	Abusive, violent, disruptive or self-harming behaviour	Abuse by the staff to the patient	Verbal abuse or disruption	Moderate	Irrelevant information redacted by the USI	Staff to be confident in addressing issues as they happen. Continue to report to the ward manager.	Approved	21/10/2016
62409	16/10/2016	2210	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor	Irrelevant information redacted by the USI		Approved	04/11/2016

62562	18/10/2016	1900	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor	Irrelevant information redacted by the USI		Approved	14/11/2016
62440	18/10/2016	0410	Daisy Hill Hospital	FSS	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	01/11/2016
62500	19/10/2016	1130	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		o injuries to patient's or staff. taff reminded to be vigilant of aggressive patients and to seek help from the security team if needed.	Approved	02/11/2016
62545	21/10/2016	1145	Daisy Hill Hospital	CCS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one staff made aware of care call service for support following this type of incident	Approved	02/11/2016
62547	21/10/2016	1158	Daisy Hill Hospital	FSS	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	01/11/2016
62639	21/10/2016	1346	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		s above	Approved	02/11/2016
62546	21/10/2016	1215	Daisy Hill Hospital	FSS	DEAW	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	01/11/2016
62605	23/10/2016	1255	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		CA reminded to always be aware of her safety and safety of others at all times.	Approved	04/11/2016
62694	25/10/2016	1730	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	01/11/2016
62848	29/10/2016	1725	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		s above	Approved	02/11/2016
62805	29/10/2016	0230	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	01/11/2016
62806	29/10/2016	0230	Daisy Hill Hospital	FSS	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		s above	Approved	29/11/2016
62992	02/11/2016	2300	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor			Approved	03/11/2016
63043	03/11/2016	1250	Craigavon Area Hospital	MUC	ED Resus	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		s above	Approved	20/11/2016
63162	03/11/2016	1120	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	
63142	03/11/2016	1440	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		one	Approved	
63059	04/11/2016	2111	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Assault etc with a weapon	Minor		s above	Approved	17/11/2016
63140	04/11/2016	2030	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		one	Approved	
63145	04/11/2016	1830	Craigavon Area Hospital	FSS	ED Clinical Decisions Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		one	Approved	
63060	04/11/2016	2025	Craigavon Area Hospital	MUC	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		ontinue to request for one to one cover when a patient is identified as eing a risk. nsure staff safety when patients become aggressive and continue to call for the assistance of security when needed.	Approved	08/11/2016

63061	05/11/2016	0500	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant	Irrelevant information redacted by the USI	None	Approved	20/11/2016
63349	05/11/2016	1850	Craigavon Area Hospital	FSS	1 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant		none	Approved	
63076	05/11/2016	0115	Craigavon Area Hospital	MUC	Basement	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Being reviewed	
63074	05/11/2016	1540	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Moderate			Being reviewed	
63144	07/11/2016	1415	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		Appropriate use of security	Approved	20/11/2016
63128	07/11/2016	1530	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Being reviewed	
63143	08/11/2016	0750	Craigavon Area Hospital	FSS	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	
63157	08/11/2016	1205	Craigavon Area Hospital	MUC	Cardiology Research	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Limited space This area for clinics is in phase two for relocation	Approved	14/11/2016
63177	09/11/2016	0520	Daisy Hill Hospital	MUC	General Male Medical, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		nONE	Approved	22/11/2016
63178	09/11/2016	0530	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		NONE	Being reviewed	
63193	09/11/2016	1050	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		NONE	Being reviewed	
63195	09/11/2016	1305	Daisy Hill Hospital	MUC	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Being reviewed	
63247	10/11/2016	1900	Daisy Hill Hospital	FSS	Coronary Care Ward, Level 5	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		/	Approved	11/11/2016
63314	13/11/2016	0545	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	18/11/2016
63435	16/11/2016	2100	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		None	Approved	20/11/2016
63438	16/11/2016	2130	Craigavon Area Hospital	MUC	MAU	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		Appropriate use of security	Approved	20/11/2016
63425	16/11/2016	0900	Daisy Hill Hospital	MUC	Stroke / Rehab	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		none	Approved	18/11/2016
63415	16/11/2016	1210	Craigavon Area Hospital	CCS	Recovery Unit	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Insignificant		None	Approved	18/11/2016
63462	17/11/2016	1310	Craigavon Area Hospital	MUC	Physiotherapy Outpatients Department	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Moderate			Being reviewed	18/11/2016

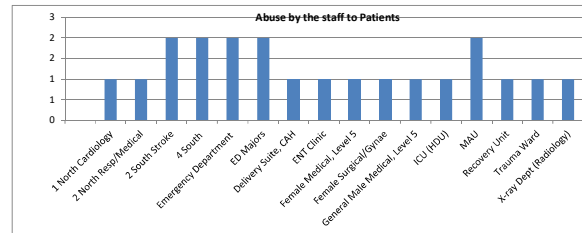
63512	18/11/2016	2300	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ementia, delirium screening in place, and staff are aware of the potential risks around this patient, however she is medically unwell and cannot be ischarged.	Approved	23/11/2016
63513	18/11/2016	2100	Craigavon Area Hospital	MUC	2 South Medical	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Physical abuse, assault or violence	Minor		ontinue to monitor delirium and reassess her medications under the uidence of the medical team when her initial delirium starts to resolve.	Approved	23/11/2016
63553	20/11/2016	2340	Craigavon Area Hospital	MUC	1 North Cardiology	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Insignificant			Being reviewed	
63709	25/11/2016	0630	Daisy Hill Hospital	MUC	ED Majors	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		IL	Approved	25/11/2016
63761	26/11/2016	2200	Craigavon Area Hospital	MUC	Winter Pressures Ward(Ramone)	Abusive, violent, disruptive or self-harming behaviour	Abuse etc of Staff by patients	Verbal abuse or disruption	Minor		s above	Approved	04/12/2016

	12/13 Q1	12/13 Q2	12/13 Q3	12/13 Q4	13/14 Q1	13/14 Q2	13/14 Q3	13/14 Q4	14/15 Q1	14/15 Q2	14/15 Q3	14/15 Q4	15/16 Q1	15/16 Q2	15/16 Q3	15/16 Q4	16/17 Q1	16/17 Q2		
Abuse by t	1	1	2	3	1	1	0	0	0	0	1	1	3	1	1	2	2	0		
Abuse etc	74	106	150	159	105	113	91	142	107	137	113	114	84	102	89	94	171	153		

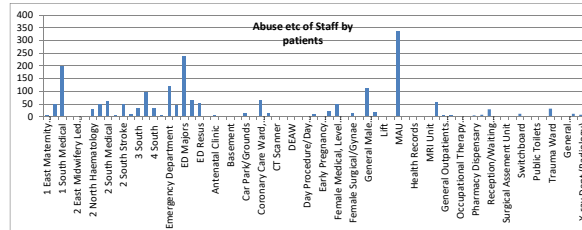


	Total
Abuse by the staff to the patient	
1 North Cardiology	1
2 North Resp/Medical	1
2 South Stroke	2
4 South	2
Emergency Department	2
ED Majors	2
Delivery Suite, CAH	1
ENT Clinic	1
Female Medical, Level 5	1
Female Surgical/Gynaecology	1
General Male Medical	1
ICU (HDU)	1
MAU	2
Recovery Unit	1
Trauma Ward	1
X-ray Dept (Radiology)	1
Abuse etc of Staff by patients	
1 East Maternity Ante-natal	2176
1 North Cardiology	51
1 South Medical	198
1 West Gynaecology	4
2 East Midwifery Led	3
2 Medical	3
2 North Haematology	30
2 North Resp/Medical	48
2 South Medical	60
2 South Medical/Stroke	7
2 South Stroke	50
2 West Maternity Postnatal	11
3 South	32
4 North	97
4 South	35
Admissions/Assessment	6
Emergency Department	122
ED Clinical Decisions	46
ED Majors	240
ED Minors	63
ED Resus	53
ED X-ray	1
Antenatal Clinic	6
Audiology Clinic	2
Basement	2
Cardiology Clinic	1
Car Park/Grounds	15
Cardiology Research	1
Coronary Care Ward	67
Corridor/Stairs	14
CT Scanner	3
Day Clinical Centre	2
DEAW	2
Dermatology Clinic	2
Day Procedure/Day Surgery	3
Delivery Suite, CAH	12
Early Pregnancy Problem	1
Entrance/Exit	21
Female Medical, Level 5	51
Fracture Clinic	1
Female Surgical/Gynaecology	14
General Surgery Clinic	1
General Male Medical	114
ICU (HDU)	18
Lift	1
Maternity Ward	2
MAU	336
MEC	1
Health Records	1
Minor Injuries Unit	3
MRI Unit	1
Male Surgical/HDU	57
General Outpatients	6
Orthopaedic Ward	6
Occupational Therapy	1
Physiotherapy Outpatient	2
Pharmacy Dispensary	5
Ramona Ward	8
Reception/Waiting Area	29
Rehabilitation, Level 5	1
Surgical Assessment Unit	1
4 NORTH STOMA CLINIC	2
Switchboard	12
Theatre	1
Public Toilets	2
Tower Block	1
Trauma Ward	32
Trauma/Orthopaedic	1
General Outpatients	1
Winter Pressures Ward	12
X-ray Dept (Radiology)	8

1 North Cardiology	1
2 North Resp/Medical	1
2 South Stroke	2
4 South	2
Emergency Department	2
ED Majors	2
Delivery Suite, CAH	1
ENT Clinic	1
Female Medical, Level 5	1
Female Surgical/Gynaecology	1
General Male Medical	1
ICU (HDU)	1
MAU	2
Recovery Unit	1
Trauma Ward	1
X-ray Dept (Radiology)	1



Abuse etc	2176
1 East Mat	7
1 North Ca	51
1 South M	198
1 West Gyl	4
2 East Mid	3
2 Medical	3
2 North Ha	30
2 North Re	48
2 South M	60
2 South M	7
2 South Str	50
2 West Ma	11
3 South	32
4 North	97
4 South	35
Admissions	6
Emergency	122
ED Clinical	46
ED Majors	240
ED Minors	63
ED Resus	53
ED X-ray	1
Antenatal	6
Audiology	2
Basement	2
Cardiology	1
Car Park/G	15
Cardiology	1
Coronary C	67
Corridor/S	14
CT Scanner	3
Day Clinical	2
DEAW	2
Dermatolo	2
Day Proce	3
Delivery Su	12
Early Preg	1
Entrance/E	21
Female M	51
Fracture Cl	1
Female Sur	14
General Su	1
General M	114
ICU (HDU)	18
Lift	1
Maternity	2
MAU	336
MEC	1
Health Rec	1
Minor Inju	3
MRI Unit	1
Male Surg	57
General O	6
Orthopaed	6
Occupatio	1
Physiother	2
Pharmacy	5
Ramona W	8
Reception	29
Rehabilitat	1
Surgical As	1
4 NORTH S	2
Switchboar	12
Theatre	1
Public Toile	2
Tower Blo	1
Trauma W	32
Trauma/O	1
General O	1
Winter Pre	12
X-ray Dept	8



SAI Quality Improvement Action Plan SAI

Personal Information redacted by the USI

Reference number	Recommendations	Designated responsible person	Action required	Date for completion / timescale	Date recommendation completed with evidence
1	Staff involved in this adverse incident should be given feedback	AD	The RCA report has been shared with the staff involved in this incident	September 2016	Reports emailed to relevant staff
2	Methadone should not be prescribed or administered in any of the Trusts Emergency Departments	AD/AMD	- Memo sent to relevant prescribers in Trusts Emergency departments - Methadone box in pharmacy should have a do not supply to ED sticker. - The pharmacy operational procedures should have this written - The regional Circular from HSCB Opioid Substitute Therapy on Discharge From Secondary care to be shared with relevant staff.	16/09/15	 SKMBT_C2201609190 8270.pdf Not completed Not completed  EDC news 6.pub
3	The Trusts Guidelines for the Management of Patients Indicating Opiate Dependency Syndrome, within an Acute Setting section for ED needs updated.	AD/AMD	The section that refers to the Emergency Department should be updated to state that Methadone should not be administered in the Emergency Department in the Trust.		Not completed