



HEALTHCARE SAFETY
INVESTIGATION BRANCH

WWW.HSIB.ORG.UK

A GUIDE TO POST REFERRAL FACTUAL INFORMATION COLLECTION

Before the investigation starts, the HSIB Maternity Team Leader will contact the Trust to provide names of the investigators assigned to the case. Each investigator will wear a badge to confirm their identity when arriving at the Trust.

The following is a suggested list to guide you on what you might need to collect for the investigation:

- Patient notes (electronic or scanned)
- Equipment memory downloads, printouts from all equipment where possible, for example delivery suite, theatres, recovery room
- CTG printouts
- Consent forms
- Staff rotas

In addition the investigators may request:

- To take photographs (delivery suite/theatre layout, equipment screens, equipment switch positions). Any photos taken by HSIB will be agreed with the Trust
- CCTV recordings (ward, theatres, recovery rooms, drug cupboard videos, etc)
- ID access records
- Switchboard records

TIMING

All information should be collected as soon as possible after the incident is identified as meeting the HSIB criteria.

INFORMATION HANDOVER

HSIB will provide trusts with a log of all information relating to the case they are working on and provide updates if additional information is needed.



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WHAT HAPPENS NOW?

TRUST ACTIONS

COMPLETE REFERRAL THROUGH MIDAS (HSIB PORTAL)

- If your Trust has reported this incident as an SI the Trust remains responsible for completing StEIS and the 72 hour report
- Report to EBC / MBRRACE / PMRT

CASE MEETS CRITERIA FOR REFERRAL

- Inform the family about HSIB referral and where appropriate complete Duty of Candour
- Provide family with HSIB information

GATHER EVIDENCE

- Scan all relevant notes relating to the case and upload to MIDAS
- Identify and support relevant staff involved in case
- Provide staff with information about HSIB

Review draft report and feedback to HSIB

Receive a copy of the final report

HSIB ACTIONS

HSIB ACKNOWLEDGE RECEIPT OF REFERRAL

- Phone Trust within 24hrs (one working day)
- Provide Trust with further information they need about the family for the investigation

HSIB CONTACT FAMILY

- Contact family within five working days (after the Trust have informed family about referral and where required completed Duty of Candour)
- Obtain verbal consent and establish communication approach
- Arrange initial meeting at agreed location
- Keep family informed with progress of investigation

HSIB VISIT TRUST (THERE WILL BE A NUMBER OF VISITS)

- Review notes/evidence
- Observe clinical area
- Meet and interview staff involved
- Work with Trust to identify immediate risks

- SMART review
- Agree Terms of Reference - Send to Trust and family

HSIB INVESTIGATORS ANALYSE EVIDENCE

- Identify gaps in evidence
- Consider findings and potential recommendations
- Organise second SMART review
- Keep Trust informed of progress of investigation

HSIB PROVIDE DRAFT REPORT - QUALITY ASSURANCE PROCESS

- Report to be reviewed at report panel
- Maternal and neonatal death reports to be sent to proof reader
- Share draft report with Trust for factual accuracy - Trust to share with staff involved in incident
- Share draft report with family

HSIB COMPLETE FINAL REPORT

- Share with family
- Share with Trust, staff, CCGs and other applicable organisations
- Key thematic findings to be published on website