

LFPSE: Online Record Patient Safety Events Service (Enhanced Access) - User Guidance

August 2021

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What is the LFPSE online Record patient safety events service?

The **Record Patient Safety Events (RPSE) service** is designed to be used to record patient safety incidents, risks and outcomes as well as recording examples of good care that can be used to improve our services. The application dashboard shows current draft and submitted records, all of which can be edited and submitted (or re-submitted) depending on your log in status. Please see the [Standard Access User Guide](#) for details of how to complete these key journeys. This user guide focuses on the other features of LFPSE for the enhanced users.

Accessing the Record patient safety events service application

As a user, you can either create a record once logged in, or anonymously without logging in to the application. To log into the application, you will require an **active OKTA account** with associated OKTA login credentials.

The application can be accessed through the NHS England Applications Portal. To find out more about obtaining a NHS England Applications account and OKTA login details, please see our [NHS England Applications Portal – User Guide](#).

To access the Record Patient Safety Events service application, click on the following link:

<https://record.learn-from-patient-safety-events.nhs.uk/>

NHS Improvement Record patient safety events

BETA This is a new service – your [feedback](#) will help us to improve it.

Record patient safety events

This service lets you record events that may have affected a patient's safety while they were being cared for by the National Health Service in England.

The information you record will be used to identify the best ways for the NHS to care for patients.

You should use this service to record:

- patient safety incidents even if the patient was not harmed
- risks to patient safety
- poor patient outcomes that were unexpected or need recording for other reasons

If you need to record incidents or outcomes that affected more than one patient you should make separate records. If possible, include the reference number of the initial record in subsequent linked records.

Before you start

You can record patient safety incidents more quickly and efficiently using your NHS organisation's patient safety incident reporting system.

Use this service if you cannot access your local system or you want to make an anonymous record.

Sign in to record an incident

You will need to create an NHS Improvement account and sign in, if you want to:

- save incomplete details of incidents
- save incidents you have previously recorded
- update incidents you have previously recorded

Sign in to start >
Or [register](#)

Record an incident anonymously

You can record a patient safety incident without creating an account and signing in. You will not be able to save your progress and you will not be able to review and update previous incidents.

Record anonymously >

The **Record Patient Safety Events** landing page will now be displayed.

Users who choose to sign into the system, will have access to a dashboard showing their current draft and submitted records, all of which can be edited and submitted (or re-submitted).

You can also **record a patient safety event anonymously**, without creating an account or signing in. You will not be able to save your progress and you will not be able to review or update previous events.

Scroll down and select the most appropriate option by clicking on the relevant button.

Sign in to record an incident

You will need to create an NHS Improvement account and sign in, if you want to:

- save incomplete details of incidents
- save incidents you have previously recorded
- update incidents you have previously recorded

Sign in to start >

Or [register](#)

If you choose to access the system by logging in, select **Sign in to start**.

Connecting to 

Sign-in with your NHS Improvement 2 account to access Record and Learn from Patient Safety Incidents (SIT)

okta

Sign In

Email

Password

Remember me

Sign In

Need help signing in or forgotten your password?

The **OKTA Sign-In** screen will now be displayed. Enter your login credentials including your username (typically your NHS email address) and corresponding password in the fields provided.

Tick the **Remember me** box to bypass the re-entry of login details in the future.

Click **Sign In**.

Quick Tip:

- If you have problems logging in or have forgotten your password, click **Need help signing in?** Here you can reset your password, register (if not already registered) and/or get extra help with the tool itself.

Remember me

Sign In

Need help signing in?

NHS Record patient safety events Sign out

BETA This is a new service – [email us your feedback](#) to help us to improve it.

Signed in as:

Welcome to your patient safety home

Please select an action below

[Record a patient safety event](#)
Record a new patient safety incident (including near misses), poor outcome that needs recording, potential risk, or an example of good care that could be learned from.

[Manage my event records](#)
View and edit your previously submitted event records, or continue with a draft event.

[Manage event records in my organisation](#)
View, review, or edit any patient safety event that has been submitted within your organisation.

[Manage users in my organisation](#)
Manage the users who have been granted access to your organisation's event records. From here you can approve or reject any incoming requests for access to your organisation's events, or revoke existing users' access.

After a brief loading screen, the **Record patient safety events homepage** will be displayed containing options to create a new record, view and update submitted entries; and for certain users with enhanced permissions, view organisational records and manage users within their organisation.

Managing event records in my organisation (Organisational and/or Admin Permissions Required)

NHS Record patient safety events Sign out

BETA This is a new service – [email us your feedback](#) to help us to improve it.

Signed in as:

Welcome to your patient safety home

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[Manage event records in my organisation](#)
View, review, or edit any patient safety event that has been submitted within your organisation.

[Manage users in my organisation](#)
Manage the users who have been granted access to your organisation's event records. From here you can approve or reject any incoming requests for access to your organisation's events, or revoke existing users' access.

The **Manage event records in my organisation** option displays all events submitted for your organisation. From this screen you are able to view or update submitted records.

Please note that only staff who have been granted specific permission (administration or organisational permissions) can access this area.

For more information about different account types and who they are for, please see our **LFPSE service webpage**.

NHS Record patient safety events

New record My records Organisation records Sign out

BETA This is a new service – your [feedback](#) will help us to improve it.

Back Signed in as: n.paul@nhs.net

Search description

Category of event

Event type

Created date

Incident date

Physical harm

Psychological harm

Status

Filter results

Your organisations events

Reference number	Created on	Created by	Incident date	Event type	Category of event	Status	
146-925-108	17 February 2021 4:35 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View
146-925-106	17 February 2021 4:21 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View
146-925-105	17 February 2021 4:17 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View
146-925-103	17 February 2021 3:34 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View
146-925-102	17 February 2021 3:30 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View

Having selected the **Manage event records in my organisation** option, the **Your organisation's events** screen will be displayed.

Here you will see a list of all the events recorded within your organisation.

Search description

Category of event

Event type

Created date

Incident date

Physical harm

Psychological harm

Status

Filter results

Your organisations events

Reference number

146-925-108

146-925-106

146-925-105

Using the sidebar to the left of your screen, you can filter your view based on certain event criteria.

Incident date

Physical harm

No physical harm

Low physical harm

Moderate physical harm

Severe physical harm

Fatal

Psychological harm

Status

Filter results

146-925-106

146-925-105

146-925-103

146-925-102

Click on your chosen heading and using the various drop-down menus, select your filter parameters. Once you have made your choices, select **Filter results**.

Your organisations events

Reference number	Created on	Created by	Incident date	Event type	Category of event	Status	
146-925-108	17 February 2021 4:35 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View
146-925-106	17 February 2021 4:21 PM	-	2 September 1984	Incident	Medications	Recorder Submitted	View

To view a record, click the **View** button to the right of your desired entry.

NHS Record patient safety events
 New record My records Organisation records Sign out

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[Back](#)

Review your answers

The answers provided are shown below.

You can add additional information by going to the [Task list](#)

You can view the history of this record by going to the [Record history](#)

! A record cannot be submitted if no fields have been edited. Drafts will be discarded if 30 minutes pass without changes being made.

What things were involved in what went wrong?	Medications	Change
Description	Sandy and [PERSON 1] played at the beach. I contacted [EMAIL ADDRESS] for more information. I developed a case of [PERSON 1] Syndrome. [PERSON 1] thought it was funny.	Change
Safety challenges	None of the above	Change
Did the incident happen today?	No	Change
What was the date of the incident?	02 Sep 1984	Change
What was the time of the incident?	05:17 PM	Change
What organisation did the incident happen in?	NHS Improvement	Change

The **Review your answers** screen will now be displayed.

From this screen you can review/add information to the **Task list** as outlined in our [Standard Access User Guide](#).

You are also able to review the history of the record by selecting **Record History**.

You can review or amend key details on this summary by clicking the **Change** link to go back to any answered question to edit/amend or update the information provided

NHS Record patient safety events
 New record My records Organisation records Sign out

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[Back](#)

Was a device used to give medication in this instance? (Optional)

Yes
 No
 I don't know

[Continue](#)

[Back to task list](#)

You will be taken back through all the questions within the chosen section following your amended question/answer. This is because certain answer options affect the questions that follow.

Click **Continue** to progress.

Review your answers

The answers provided are shown below.

You can add additional information by going to the [Task list](#)

You can view the history of this record by going to the [Record history](#)



A record cannot be submitted if no fields have been edited. Drafts will be discarded if 30 minutes pass without changes being made.

What things were involved in what went wrong?	Medications	Change
Description	Sandy and [PERSON 1] played at the beach. I contacted [EMAIL ADDRESS] for more information. I developed a case of [PERSON 1] Syndrome. [PERSON 1] thought it was funny.	Change
Safety challenges	None of the above	Change
Did the incident happen today?	No	Change

The answers you have provided for all previous questions will be displayed so you can simply click **Continue** until you return to the **Review your answers** screen.

Learning points and further details

How was people's availability involved in what went wrong?	I don't know	Change
Do you think any of the below were relevant to the incident occurring?	None of the above	Change
At what point was the incident detected?	During direct care or treatment	Change
Which factors were involved in detecting the incident?	Via general observation - by the patient/carer/relative/friend	Change
Harm reduction actions taken	Test	Change
Do you have any ideas for what could be done to reduce the risk or impact of this happening again?	Some testing	Change
Your role	Supplementary roles, including voluntary services	Change
What was your relationship to the incident?	I was helping provide the care when it happened	Change

[Re-Submit](#)

Scroll through the questions and when you are satisfied with the content provided, click **Re-Submit**.

Record History

Review your answers

The answers provided are shown below.

You can add additional information by going to the [Task list](#)

You can view the history of this record by going to the [Record history](#)



A record cannot be submitted if no fields have been edited. Drafts will be discarded if 30 minutes pass without changes being made.

What things were involved in what went wrong?	Medications	Change
Description	Sandy and [PERSON 1] played at the beach. I contacted [EMAIL ADDRESS] for more information. I developed a case of [PERSON 1] Syndrome. [PERSON 1] thought it was funny.	Change
Safety challenges	None of the above	Change
Did the incident happen today?	No	Change
What was the date of the incident?	02 Sep 1984	Change

To view the history of your selected record, select **Record history** from the **Review your answers** screen.

NHS Record patient safety events

New record My records Organisation records Sign out

BETA This is a new service – your [feedback](#) will help us to improve it.

← Back Signed in as: n.paul@nhs.net

Record history

Reference number: 146-925-108

Event type: Incident

Created on: 17 February 2021 4:35 PM

Created by: -

Updated on	Updated by	Action
17 February 2021 4:35 PM	-	Recorder Submitted

Page 1 of 1.

Having viewed the record history, select **Back** to return to the **Review your answers** screen.

Do you have any ideas for what could be done to reduce the risk or impact of this happening again? Some testing [Change](#)

Your role Supplementary roles, including voluntary services [Change](#)

What was your relationship to the incident? I was helping provide the care when it happened [Change](#)

Re-Submit

Select **Re-Submit** when you are satisfied with the information provided.

NHS Record patient safety events

Sign out

Record Submitted

Your reference number
146-925-633

You can view, amend and update details after you have submitted it, up to any point at which it has been investigated.

[What did you think of this service?](#) (survey takes 5 minutes)

View [all your patient safety records](#)

What happens next

Data from your record will be reviewed by the national patient safety team at NHS Improvement.

Analysis of all the data collected will be shared with local NHS organisations every 3 months.

Staff reviewing the patient safety incident data may contact you for further information.

You do not have to supply more information.

Print summary

You will now receive a notification that your submission has been updated and/or taken back to the **Your organisation's records** page.

Review Records

The **Manage event records in my organisation** option displays all events submitted for your organisation. From this screen you are able to view or update submitted records

Please note that only staff who have been granted specific permission (administration or organisational accounts) can access this area.

The screenshot shows the NHS 'Record patient safety events' interface. At the top, there is a blue header with the NHS logo, the title 'Record patient safety events', and a 'Sign out' link. Below the header, there is a 'BETA' notice and a 'Signed in as:' field. The main heading is 'Manage events in my organisation', with a sub-heading 'Selected organisation: NHS England & NHS Improvement (Z45)'. A message states: 'Records will appear here once they have been processed to remove identifiable information. There may be a delay for recently submitted records.' Below this is a search bar and a table of event records. The table has columns: Search description, Reference number, Created on, Created by, Event date, Event type, Category of event, and Status. The first row shows a record with reference number 146-925-633, created on 26 Jul 2021 at 10:13, event date 1 Jan 1, event type Incident, category IT Systems or Software, and status Reviewed. A green 'View' button is highlighted with a red box next to the 'Reviewed' status. The second row shows a record with reference number 146-925-595, created on 9 Jul 2021 at 14:32, event date 1 Jan 1, event type Incident, category Medications, and status Recorder Updated. The third row shows a record with reference number 146-925-594, created on 9 Jul 2021 at 13:35, event date 9 Jul 2021, event type Incident, category Medications; Blood; Blood products, and status Recorder Submitted. A green 'View' button is also present next to the 'Recorder Submitted' status.

Search description	Reference number	Created on	Created by	Event date	Event type	Category of event	Status
Category of event	146-925-633	26 Jul 2021 10:13		1 Jan 1	Incident	IT Systems or Software	Reviewed View
Event type	146-925-595	9 Jul 2021 14:32		1 Jan 1	Incident	Medications	Recorder Updated View
Created date							
Event date							
Physical harm	146-925-594	9 Jul 2021 13:35		9 Jul 2021	Incident	Medications; Blood; Blood products	Recorder Submitted View
Psychological harm							
Status							

Selecting a record that does not have a **Reviewed** status allows you to complete a review of the recorded data. The select a record, click **View**.

The screenshot shows the NHS 'Review record' form. It contains several sections with questions and answers, each with a 'Change' link. The questions are: 'Which medicines were involved in what went wrong?' (Answer: Some drug, don't know name), 'Which of the following processes were involved in what went wrong?' (Answer: Prescription), 'Do you think this incident involved any of these problems with medicines or medical devices?' (Answer: None of the above), 'Was a device used to give medication in this instance?' (Answer: Unknown), 'How was medication involved in what went wrong?' (Answer: Too much medication was prescribed/dispensed/administered), and 'How was too much medication prescribed/dispensed/administered?' (Answer: The prescribed/dispensed/administered dosage was too high). Below these is the 'Learning points and further details' section with 'Your organisation' set to 'NHS England & NHS Improvement (Z45)'. The 'Statutory requirements' section asks 'Does this qualify as a notifiable safety incident under the Duty of Candour regulations?' with the answer 'No'. At the bottom, there is a checkbox labeled 'Tick this box to show that you have completed the review' which is checked and highlighted with a red box. Below the checkbox is a green 'Re-Submit' button, also highlighted with a red box. At the bottom of the form are two links: 'Re-classify event' and 'Complete statutory and national policy requirements'.

Once you have confirmed the information is correct, has been verified and as an enhanced user you are content that that this is a true reflection of events to the best of your knowledge at the present time, select **'Tick this box to show that you have completed the review'** and press **Re-Submit**. A record can be Re-Submitted if more/updated information has been provided

This provides assurance that each record is being seen by an appropriate person, in line with good safety principles and to enable appropriate local responses where required.

Administration View (Administration Permissions required)

An admin user has the highest level of oversight of patient safety events, including the authorisation to declare **Never Events** and **Serious Incidents**. Please see the [link](#) for more information on the different account types.

Statutory and national policy requirements

What organisation did the incident happen in?	NHS England & NHS Improvement (Z45)	Change
Building or service location involved	I don't know	Change
Services involved	I don't know	Change
Specialty	Clinical neurophysiology	Change
Scale of risk	No	Change
Number of patients involved	0	Change
Your concern	Not at all concerned	Change

Learning points and further details

Your organisation: NHS England & NHS Improvement (Z45) [Change](#)

Tick this box to show that you have completed the review

[Re-Submit](#)

[→ Re-classify event](#)

[→ Complete statutory and national policy requirements](#)

You will now need to ensure the **Statutory and national policy requirements** have been completed.

Click **Complete statutory and national policy requirements** to continue.

NHS Record patient safety events [Sign out](#)

BETA This is a new service – [email us your feedback](#) to help us to improve it.

[← Back](#) My Organisation: NHS England & NHS Improvement (Z45)

Statutory Requirements

Does this event require statutory notification to CQC?

Yes

No

Does this qualify as a notifiable safety incident under the Duty of Candour regulations?

Yes

No

[Continue](#)

Continue through the **Statutory requirements**, selecting the appropriate option as required.

You then have the opportunity to review your answers alongside the rest of the record.

The screenshot shows the NHS 'Record patient safety events' interface. At the top, there is a blue header with the NHS logo, the title 'Record patient safety events', and a 'Sign out' link. Below the header, a 'BETA' banner indicates it's a new service with a feedback link. A 'Back' link is visible. The main heading is 'Review your answers'. The text states: 'The answers provided for event 146-925-594 are shown below. You can add additional information by going to the [Task list](#). You can view the history of this record by going to the [Record history](#).'

To do this select either **Task List** to add additional information or **Record History** to review the record.

This screenshot shows the 'National policy requirements' section. It contains three rows of questions with 'No' answers and 'Change' links:

Does this event meet the national definition of a Never Event?	No	Change
Does this event meet the national definition of a Serious Incident?	No	Change
Does this incident relate to a baby and/or mother and require notification to HSIB under the defined criteria for maternity investigations	No	Change

At the bottom, a green 'Re-Submit' button is highlighted with a red rectangle.

Scroll to the bottom and select **Re-Submit** if you are content with the answers.

The screenshot shows the 'Record Submitted' confirmation screen. The header is identical to the previous screenshot. The main content is a green box with the text: 'Record Submitted. Your reference number 146-925-633'. Below this, it says: 'You can view, amend and update details after you have submitted it, up to any point at which it has been investigated.' There are two links: '[What did you think of this service?](#) (survey takes 5 minutes)' and 'View [all your patient safety records](#)'. A section titled 'What happens next' follows, with text: 'Data from your record will be reviewed by the national patient safety team at NHS Improvement. Analysis of all the data collected will be shared with local NHS organisations every 3 months. Staff reviewing the patient safety incident data may contact you for further information. You do not have to supply more information.' At the bottom, there is a green 'Print summary' button.

You will now receive a notification that your submission has been updated and/or taken back to the **Your organisations records** page.

Managing users in your organisation

As an admin user, you are responsible for managing other enhanced users within your organisation (approving and rejecting access requests and revoking a user's enhanced access).

To approve/reject an enhanced access request, click on **Manage users in my organisation**

You can **Approve** or **Reject** the request for enhanced access depending on the roles and responsibilities the requester has within your organisation.

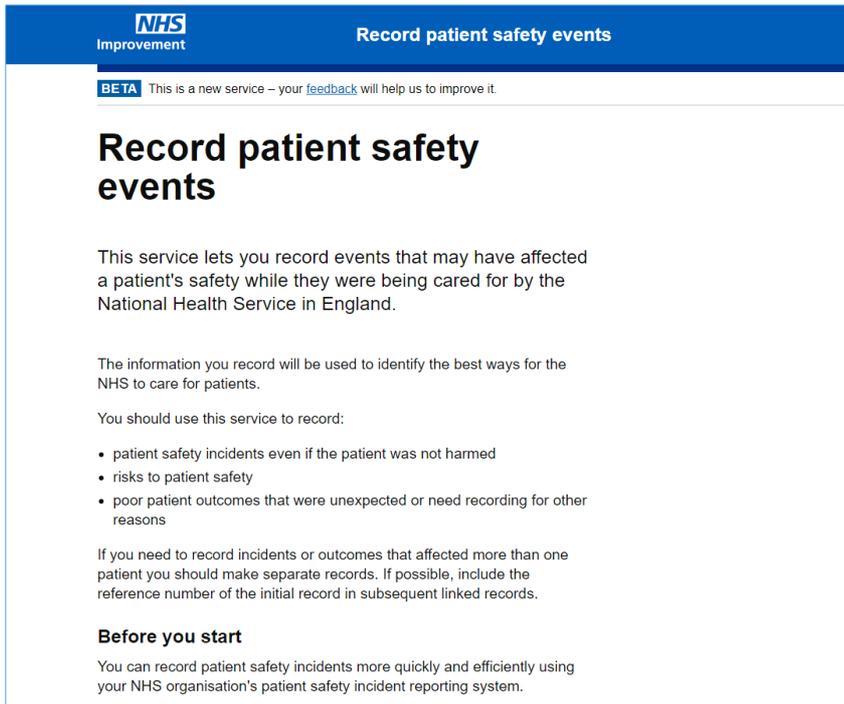
You can also view the enhanced users within your organisation by clicking on the **Manage organisations users**.

On your organisation's users screen, you can **Revoke Access** to any users within your organisation (e.g. when they have left the organisation)

Signing Out



To sign out of the application, click Sign out on the **Record patient safety events homepage**



Upon selecting Sign out, you will be taken back to the **Record Patient Safety Events landing page**.

Need Help?



For technical queries and support, please contact the **IT Service Desk** on 0300 303 4868 or via email at itservicedesk@nhseandi.nhs.uk.