

LFPSE: Online Record Patient Safety Events Service (Standard 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.

This guide will take you through the completion of an incident record for users with standard access. Other event type processes follow similar but simpler patterns.



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 an 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

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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**.

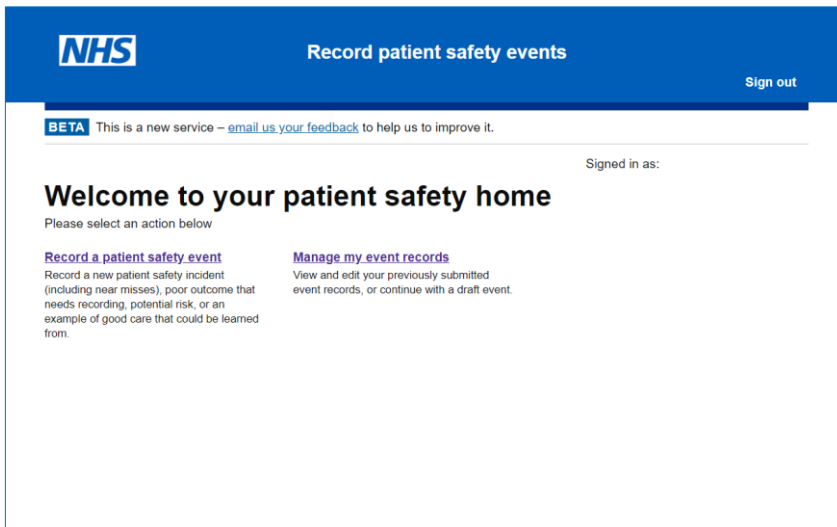
The **OKTA Sign-In** screen will now be displayed. Enter your login credentials including your username (typically your NHS email address) and corresponding password in the fields provided.

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.



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, view organisational records (only accessible to authorised users) as well as sign out.

Accessing the RPSE service application anonymously

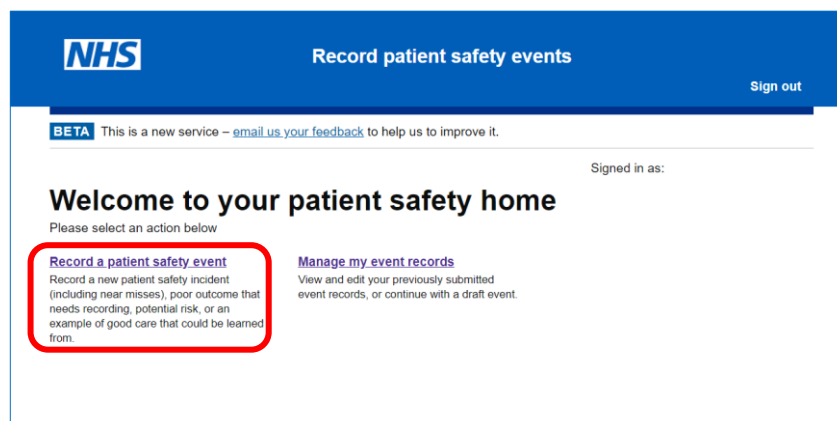
Record a patient safety event anonymously

You can record a patient safety event without creating an account and signing in. You will not be able to save drafts, review or update previous records, or retrieve this record.

Record anonymously >

To access the RPSE application to record an incident anonymously, click **Record anonymously**. You will be taken straight to the **New Record** screen.

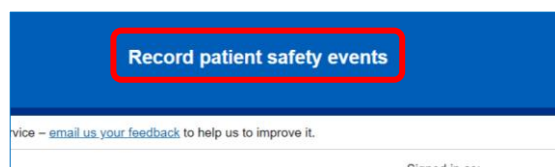
New Record



To record a new event, select the **Record a patient safety event** button on the left-hand side of the screen.

Quick Tip:

- You can click the **Record patient safety events** title at any time to return to the home screen.



The **New record** screen will now be displayed.

For those who have chosen to record an event anonymously, you will be taken directly to this screen.

Select the most suitable option by clicking the appropriate button (you may only select one) and select **Continue**.

Please Note: The following example below is based on selecting the option to record a patient safety incident as your event type.

If you select any of the other event types, you will see different questions, but following the same format. The **Incident pathway** is the most complex; other event types have fewer questions to answer.

You will need to provide additional information using the tick boxes to further detail the incident you are logging.

You can select more than one answer and once you are happy with the selections you have made, select **Continue**.

The next screen allows users to add further details on the incident you are recording in the field provided.

Please make a conscious effort not to include any identifiable information such as staff or patient names.

When completed, click **Continue**.

Continue entering incident information using the tick boxes (you may select more than one), selecting **Continue** to move to subsequent screens.

These screens include when and where the incident happened.

You will then be prompted to provide the date and time of the incident. Enter the required date and time information when asked, when completed click **Continue**.

You will now be asked where the incident occurred. Make the appropriate choice and select **Continue**.

If you are recording an incident anonymously, have not logged in or have selected **No** in answer to the previous question, you will be asked to indicate which organisation your recorded incident occurred in. Start typing the name of the organisation in the field provided.

Results will be automatically generated based on the letters inputted. Select the appropriate organisation using the drop-down menu.

Alternatively, if your organisation is not visible in the list, use the **Or specify other** free text field to enter the correct name of the organisation, then click **Continue**.

Quick Tip:

- If, at any point you enter incorrect information including invalid values in the provided fields, a notification will appear at the top of the screen informing you that your entry needs to be re-entered with simple guidance to help you input the correct information.

NHS Record patient safety events Sign out

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◀ Back My Organisation: NHS England & NHS Improvement (Z45)

Were one or more patients involved in this incident?

Yes
 No

Continue

Select **Yes** if a patient was involved in this incident. Only select **No** if you are certain that no patients were involved/affected in this incident.

Once you have made your choice, select **Continue**.

NHS Record patient safety events Sign out

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◀ Back My Organisation: NHS England & NHS Improvement (Z45)

Patient Details

What was the patient's age at the time of the incident?

You will be able to input the age on the next page after selecting the appropriate unit of time.

Over one year old
 At least one month old but less than one year
 Less than one month old
 I don't know but I could give an estimate
 I don't know and I am not able to give an estimate

Continue

As you progress through these screens you will need to include the demographic patient details that your incident relates to including age and gender.

Select the appropriate age range and then click **Continue** where you will then be asked to record the patient's age on the next screen.

◀ Back

Patient Details

To what extent was the patient physically harmed (including pain) in this incident?

Your answer should be based on the information you have at this point, and can be changed if further information becomes available.

If a death has occurred and you are not aware of any patient safety incident that preceded the death (including stillbirth or pregnancy loss) but want to notify others so that Learning from Deaths or other standard reviews can be conducted, please return to the start and record a 'poor patient outcome' rather than a patient safety incident.

No physical harm
 Low physical harm
 Moderate physical harm
 Severe physical harm
 Fatal

[▶ What does this mean?](#)
[▶ What does this mean?](#)
[▶ What does this mean?](#)

Continue

Some screens will require you to select or enter subjective responses to certain questions, with links to further information explaining the selected option and terminology in more detail to help you make the right choice.

If you are logged in, you can change any of these answers at a later time, should more information become available.

When you have made the appropriate choice(s), click **Continue**.

NHS Record patient safety events

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Patient Details

What was the clinical outcome for the patient?

Describe any physical or psychological impact on the patient as a result of the incident, or how their care was subsequently changed as a result. Your answer should be based on the information you have at this point, and can be changed if further information becomes available.

Continue

The next screen allows you to add further details on the clinical outcome for the patient(s) in the field provided.

When completed, click **Continue**.

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◀ Back

Patient Details

Please review the information below before continuing.

Patient 1	Male	18-25 years	Update	Remove
-----------	------	-------------	------------------------	------------------------

Was another patient involved in the incident?

Yes No

Continue

As you progress through these screens you will note the option to **Update** (edit) or **Remove** the patient details relating to your incident.

NHS Record patient safety events

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◀ Back My Organisation: NHS England & NHS Improvement (Z45)

Patient Details

What was the patient's age at the time of the incident?

You will be able to input the age on the next page after selecting the appropriate unit of time.

Over one year old

At least one month old but less than one year

Less than one month old

I don't know but I could give an estimate

I don't know and I am not able to give an estimate

Continue

continuing.

[Update](#) [Remove](#)

Selecting **Update** will take you back to the screen where you entered the age and then gender, so that you can amend as needed.

Click **Continue** to proceed to the next question.

◀ Back

Patient Details

Please review the information below before continuing.

Patient 1 Female 18-25 years [Update](#) [Remove](#)

Was another patient involved in the incident?

Yes No

[Continue](#)

If the incident you are recording involved more than one patient, you can add the details of an additional patient by selecting **Yes** (if you click **No** you will be taken to the next question).

Click **Continue**.

NHS Record patient safety events Sign out

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◀ Back My Organisation: NHS England & NHS Improvement (Z45)

Patient Details

What was the patient's age at the time of the incident?

You will be able to input the age on the next page after selecting the appropriate unit of time.

Over one year old

At least one month old but less than one year

Less than one month old

I don't know but I could give an estimate

I don't know and I am not able to give an estimate

[Continue](#)

Add the details of your second patient, then click **Continue**.

You can add up to 10 patients to one incident record.

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◀ Back My Organisation: NHS England & NHS Improvement (Z45)

Describe what happened

Include details of anything you think was important, or might help us learn from what happened. Avoid including any identifiable information such as names of staff or patients here.

[Continue](#)

Detail the wider impacts on the group in the field called **Describe what happened**.

Quick Tip:

- If the incident you are recording involved a large group of patients, please only record details for the single more severely impacted patient in this section.

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Patient Details

Please review the information below before continuing.

Patient 1 Male 18-25 years [Update](#) [Remove](#)

Was another patient involved in the incident?

Yes No

[Continue](#)

Once you have completed this section, select **No**, then click **Continue** to move on to the next question.

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Why are you recording this anonymously today? (Optional)

Select all that apply.

- To save time
- I forgot my account details
- I don't see any benefit in signing in to my account
- I am concerned that what I say might be used against me by my organisation or employer
- I am concerned that what I say might be used against me by another organisation
- I am concerned that what I say might negatively affect my reputation or career
- I am concerned that colleagues may find out what I have said
- Other

[Continue](#)

If you are recording anonymously (i.e., not logged into the system), you will be asked to give a reason for this decision.

Those users who have logged in, will not see this screen.

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Mandatory event questions

The answers you provided are shown below. Please check your answers before continuing.

What things were involved in what went wrong?	Devices IT Systems or Software	Change
Description	Failure to notify of a systems drop out which could have affect systems monitoring patient health	Change
Safety challenges	Healthcare Acquired Infection	Change
Did the incident happen today?	Unknown	Change
What was the date of the incident?	02/2021	Change
What was the time of the incident?	I don't know	Change
What organisation did the incident happen in?	NHS BEXLEY CCG	Change

Once all the required information has been entered you will be taken to the **Mandatory event questions** summary screen. This screen is often referred to as the **Check Your Answers** screen. Here you are able to click the **Change** link and go back to any answered question to edit/amend your answer.

You will be taken back through all the questions following your amended question/ answer. Answers for all previous questions will be displayed.

Quick Tip:

- Some answer options affect which questions you see later, so please progress through the screens by clicking **Continue** and amending any subsequent questions if needed, until you return to the **Mandatory event questions** screen.
- As soon as you create a new record and start adding information, your event is saved as a draft and so can be updated or amended from the **My records** screen at any time, prior to you making the final submission. However please note there is a 30-minute timeout if you leave the screen unchanged, meaning you will need to re-log into the application. This is a security measure to keep your data safe.

The screenshot shows a summary screen for 'Patient 1'. It lists several fields with their values and a 'Change' link for each:

Patient's estimated age	18-25 years	Change
Sex	Male	Change
Physical level of harm	Moderate physical harm	Change
Psychological level of harm	Moderate psychological harm	Change
Clinical outcome	Monitoring of patient condition was not monitored at the appropriate times due to outage	Change
Extent of link between incident and outcome	The incident probably affected the outcome	Change

At the bottom, there are two buttons: 'Remove patient' and 'Add another patient' (both in blue text with a red border), and a green 'Save and Continue' button.

If you are happy with all the information presented on the **Mandatory event questions** summary screen, scroll down and select **Save and Continue**.

From this screen you can also add or remove patients associated with your recorded incident.

At this point, you have completed the mandatory information input.

The screenshot shows the 'Event Details' screen. At the top, it says 'NHS Record patient safety events'. Below that, a 'BETA' notice states: 'This is a new service - your feedback will help us to improve it.' The main heading is 'Event Details'. A sub-heading says: 'You can tell us more about the event to assist our analysis or you can submit this record at any time.'

There is a 'Mandatory event questions' section with a 'Completed' status. Below it are four optional sections, each with a heading and a horizontal line:

- Medical device details
- Details of IT systems or software involved
- Learning points and further details

At the bottom, there is a green 'Review and submit' button.

Having selected **Save and Continue**, the **Event Details** screen will now be displayed.

This screen displays a **Task List** of relevant key areas where further information can be provided (based on the answers you have provided to the Mandatory event questions).

Click the headings to access the related optional questions.

These can be completed now, or by logging in at a later date. The questions are not mandatory, but each completed section provides more information to support national learning to reduce harm to patients. If you cannot complete them now, click **Review and submit** to move to the submission page.

The screenshot shows the 'Record patient safety events' form with the following sections:

- What kind of medical device was involved in what went wrong? (Optional)**: Includes a search box and a text input field for 'Or specify other.'
- Who manufactured the device? (Optional)**: Includes a text input field.
- What was the model or serial number of the device? (Optional)**: Includes a text input field.
- A green **Continue** button and a blue [Back to task list](#) link are highlighted with red boxes.

Once you have selected your option by clicking on the related heading, you will be taken to the associated additional questions.

The screenshot shows the 'Mandatory event questions' section with a 'Completed' status. The 'Medical device details' heading is highlighted with a red box, and a 'Review and submit' button is visible at the bottom.

These questions are optional. When complete, click **Continue**.

Quick Tip:

- At any point you can navigate back to the Event details screen by clicking the **Back to task list** link.

The screenshot shows the question 'What was the model or serial number of the device? (Optional)' with a text input field. A green **Continue** button and a blue [Back to task list](#) link are highlighted with red boxes.

The screenshot shows the 'Event Details' screen with the following sections:

- Mandatory event questions**: Marked as **Completed**.
- Medical device details**: Marked as **Completed** and highlighted with a red box.
- Details of IT systems or software involved**: Unanswered.
- Learning points and further details**: Unanswered.
- A green **Review and submit** button is at the bottom.

Once you have answered additional questions you will be taken back to the **Event Details** screen and the section you have answered will be marked as **Completed**.

NHS Record patient safety events

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Event Details

You can tell us more about the event to assist our analysis or you can submit this record at any time.

Mandatory event questions	Completed
Medical device details	Completed
Details of IT systems or software involved	Completed
Learning points and further details	Completed

[Review and submit](#)

Once you have completed all these sections, click **Review and submit**.

Alternatively, as the mandatory information is now complete, you can click **Review and submit** and return to complete the optional questions later, if you are logged in.

You will now be taken to a second **Check your answers before submitting** screen. This allows you to review, amend or remove any information submitted in the **Event Details** section, as well as the opportunity to re-review answers you provided to the Mandatory questions.

NHS Record patient safety events

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Check your answers before submitting

The answers you provided are shown below. Ensure to check your answers before you submit.

What things were involved in what went wrong?	Devices IT Systems or Software	Change
Description	Failure to notify of a systems drop out which could have affect systems monitoring patient health	Change
Safety challenges	Healthcare Acquired Infection	Change
Did the incident happen today?	Unknown	Change
What was the date of the incident?	02/2021	Change
What was the time of the incident?	I don't know	Change
What organisation did the incident happen in?	NHS BEXLEY CCG	Change
Building or service location involved	Hospital	Change
Services involved	Acute hospital services	Change
Specialty	Acute internal medicine	Change

As before, you are able to click the **Change** link and go back to any answered question to amend your answer.

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.

The answers you have provided for all previous questions will be displayed so if you do not want to make any further changes, you can simply click **Continue** until you return to this **Check your answers before submitting** screen.

Medical device details		
Do you think this incident involved any of these problems with medicines or medical devices?	I don't know	Change
Was a device used to give medication in this instance?	Unknown	Change
Medication details		
Do you think this incident involved any of these problems with medicines or medical devices?	I don't know	Change
Was a device used to give medication in this instance?	Unknown	Change
Details of IT systems or software involved		
How were IT systems or software involved in what went wrong?	I don't know	Change
Learning points and further details		
Do you think any of the below were relevant to the incident occurring?	I don't know	Change
At what point was the incident detected?	I don't know	Change
Do you have any ideas for what could be done to reduce the risk or impact of this happening again?	None at this stage	Change
Your role	Allied health professional	Change
What was your relationship to the incident?	I don't want to say	Change
Submit		

At this point your record has been saved as a draft and as such can be updated or amended prior to final submission via the **My Records** tab on the **Record Patient Safety Events** landing page.

Once you reviewed and are happy with the information you have provided, click **Submit**.

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

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Record Submitted

Your reference number
146-925-715

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

View [all your patient safety records](#)

! Primary Care – For an interim period, please click on the 'print summary' button and save a copy as a PDF, so you can email the patient safety event to your contact at the CCG. This is a temporary measure to allow your CCG to see all relevant primary care events until new CCG data access tools are rolled out in the coming weeks.

- The report should be anonymised – please redact any personally identifiable information before saving or sharing the pdf file
- Only use encrypted email for sharing the information (i.e. nhs.net email)
- All government and local information governance guidance should apply

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 see a notification confirming that record has been successfully submitted. It will also show the LFPSE reference number the record has been assigned.

You are able to review and update any submitted details via the **My Records** tab on the **Record Patient Safety Events** landing page.

Quick Tip:

- You can also save or **Print summary** of the information provided.

- **NB Primary Care** - At this stage, please send a copy of your events to your CCG (this is a temporary measure up to September 2021, where CCGs will then be able to view all primary care submissions in their LFPSE system view)
- Please note that for certain kinds of events, you may be prompted to submit a record to another system in addition.

Print summary

The answers in your submission suggest you should make a Yellow Card submission to the Medicines and Healthcare Products Regulatory Agency about a device or medication involved in this incident.

These include a Yellow Card report to MHRA, SABRE for blood related incidents, and to PHE for Screening Services incidents. Please take the appropriate action in making any additional submission required.

- Over time we hope to reduce the need for duplicate recording to multiple systems, but for now, this is the best way to ensure that no important information that applies to multiple national bodies is missed.

My Records

The **My Records** screen displays all of your draft and submitted events for logged-in users. From this screen you are able to view or update submitted records and edit or delete a draft record.

Please note that if you have submitted an event record anonymously, you will not have access to this screen. Once submitted, no further amendments to anonymous records can be made.

Both sections display the created dates and event type. The submitted records also display the corresponding reference number.

Your Draft Events

NHS Record patient safety events Sign out

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[← Back](#) Signed in as:

Your draft events

Drafts that have not been updated within 60 days will be removed

Created on	Event type	
19 July 2021 12:16 PM	Incident	Edit Delete

Page 1 of 1.

The **Your draft events** section allows you to edit or delete a draft submission.

To edit a draft event submission, select **Edit**.

NHS Record patient safety events Sign out

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

Which things were involved in what went wrong?

Your answer should be based on the information you have at this point, and can be changed if further information becomes available.

- Medications
- Devices
- IT Systems or Software
- Buildings or Infrastructure
- Estates Services
- Blood
- Blood products
- Tissues or Organs for transplant
- None of the above

[Continue](#)

You will now be taken to the mandatory questions you answered when initially creating your record.

Progress through these various screens, making your changes or completing unanswered questions via the tick boxes.

Click **Continue** to move on to the next screen.

NHS Record patient safety events

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Check your answers before submitting

The answers you provided are shown below. Ensure to check your answers before you submit.

What things were involved in what went wrong?	Devices IT Systems or Software	Change
Description	Failure to notify of a systems drop out which could have affect systems monitoring patient health	Change
Safety challenges	Healthcare Acquired Infection	Change
Did the incident happen today?	Unknown	Change
What was the date of the incident?	02/2021	Change

Having followed the process as outlined in the **New Record** section, you finally see the last **Check your answers before submitting** screen.

Learning points and further details

Do you think any of the below were relevant to the incident occurring? I don't know [Change](#)

At what point was the incident detected? I don't know [Change](#)

Do you have any ideas for what could be done to reduce the risk or impact of this happening again? None at this stage [Change](#)

Your role Allied health professional [Change](#)

What was your relationship to the incident? I don't want to say [Change](#)

Submit

Scroll down the screen ensuring you are happy with the information you have provided and select **Submit**.

Record Submitted

Your reference number
146-925-123

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)

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

! The answers in your submission suggest you should make a Yellow Card submission to the Medicines and Healthcare Products Regulatory Agency about a device or medication involved in this incident.

You will now see a notification confirming that your amended record has been successfully submitted, and the reference number it has been assigned.

You can also print or save a summary of the information provided.

NHS Record patient safety events Sign out

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← Back Signed in as:

Your draft events

Drafts that have not been updated within 60 days will be removed

Created on	Event type	
19 July 2021 12:16 PM	Incident	Edit Delete

Page 1 of 1.

To delete a draft submission, select the **Delete** button to the right of the appropriate submission

Your draft record will now be removed and will not appear in the **Your draft events** section.

Please note that to ensure good governance, it is not possible to delete a submitted record. If you have submitted a record in error, please contact the helpdesk.

Your Submitted Events

Your submitted events		
Created on	Reference number	Event type
5 March 2021 11:39 AM	146-925-124	Positive Experience

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The **Your submitted events** section allows you to view your event submissions.

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

This will take you to the **Check your answers before submitting** screen. Here you can view and amend your selected event record.

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

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[Back](#)

Check your answers before submitting

The answers you provided are shown below. Ensure to check your answers before you submit.

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

Description	Care went well	Change
How could this excellence be amplified or recreated in the future?	More Training	Change
Your role	Allied health professional	Change

[Submit](#) [Print summary](#)

Depending on the nature of your event, you can amend certain aspects of the submitted record. In our example, we will amend what your role is.

Select **Change** next to the appropriate heading to view/amend the content within.

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[Back](#)

Which of these best describes your role? (Optional)

Additional clinical services staff, including ambulance services and pharmacy

Additional professional, scientific and technical staff, including social care

Allied health professional

Doctor or dentist

Nurse or midwife

Administrative and clerical staff

Estates and ancillary staff

Supplementary roles, including voluntary services

Other

[Continue](#)

View or amend your answers accordingly and then select **Continue** to navigate through the screens.

Once you are happy with the content in these sections, click **Continue**.

You can also print or save a summary of your event record by selecting **Print Summary**.

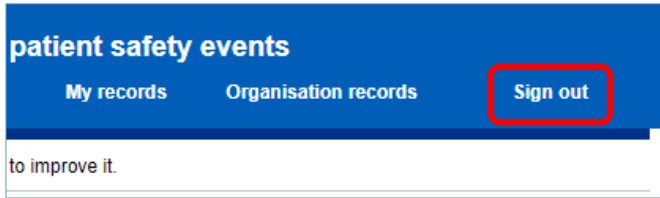
Depending on your answers to the previous questions, you will need to confirm whether you are happy for the information to be shared with the provider.

Answer appropriately using the tick box and then click **Submit**

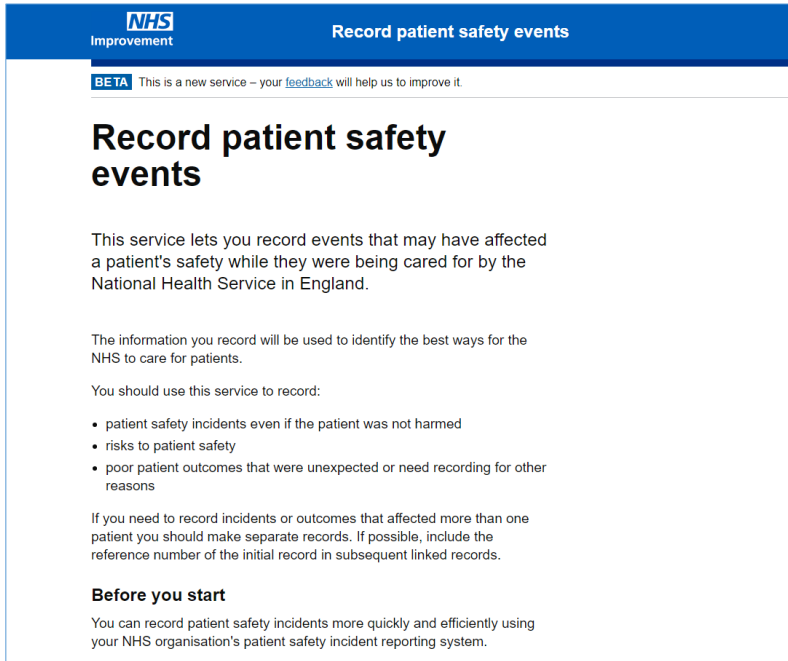
You will now see a notification confirming that your amended record has been successfully submitted, and the reference number it has been assigned.

You can also print or save a summary of the information provided.

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.