

# Norfolk and Norwich University Hospital

## Norfolk and Norwich University Hospitals Trust introduces web-based patient safety and complaints management using Datix



Datix, the developer of risk and patient safety software, today announced that Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH), a respected teaching facility, has upgraded to Datix web-based patient safety software.

The Trust is taking advantage of the web-based capabilities of Datix to manage adverse incidents and complaints at the 1,000 bed Norfolk and Norwich University Hospital and its sister organisation, Cromer & District Hospital, which treats more than 51,000 patients a year.

Judged among the best hospital Trusts in England, NNUH met all the National standards required by the Care Quality Commission (CQC) at its most recent audit check and is keen to build on its reputation for the highest levels of patient care. It has deployed DatixWeb to manage patient safety incidents at the Norfolk and Norwich University Hospital and Cromer & District Hospital.

Kerrie Self, Patient Safety Manager at NNUH, commented, "We are totally committed to innovation and quality improvement and the use of the latest web-based version of Datix to accelerate our incident reporting. Through automation, Datix has improved our incident reporting process and is pivotal to our delivering an excellent patient experience."

The DatixWeb incident management system gives NNUH a clear view of what is happening on a daily basis. For example, every Monday morning the patient safety team uses Datix to review all the incidents that have been reported during the weekend. Datix gives access to the vital data needed to run an efficient healthcare operation productively and cost-effectively. At ward level, users can access the incidents that relate to them while, at a corporate level, managers can view incidents across both hospitals.

Since starting to use Datix, NNUH has seen an increase in both the number of incidents reported and the speed at which they are handled. The user-friendliness and immediacy of the system have resulted in speedy acceptance and adoption of the technology.

DatixWeb complaints software is used to respond promptly to complaints raised by patients and relatives. The software ensures that replies are sent on time, according to the timescale agreed with the patient. Information on complaints recorded in Datix is used to help identify areas where service and safety improvements can be made.

Since deploying the latest version of Datix, NNUH has noticed a series of benefits, most notably time savings, reduced errors and improved productivity including an impressive 14-day turnaround for all investigations.

## About Norfolk and Norwich University Hospital

The Norfolk and Norwich University Hospital opened its doors to the first patients in November 2001. Occupying a 63-acre site close to the University of East Anglia and the Norwich Research Park, the 1,000-bed teaching hospital is designed to meet local healthcare needs for many years to come.

The development brought together under one roof the work of two old hospitals: the former 231-year old Norfolk and Norwich in the city centre and the former West Norwich Hospital (now the Norwich Community Hospital).

The design of the building ensures a streamlined approach to patient care, with wards, treatment centres and outpatients linked according to their clinical speciality. The 27 operating theatres and 27 wards are equipped with the latest high-tech equipment to aid diagnosis and treatment and there are extensive facilities for day surgery and clinical research.

For more information, please visit: [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)

Norfolk and Norwich   
University Hospitals  
NHS Foundation Trust

## About Datix

Datix has been a pioneer in the field of patient safety since 1986 and is today a leading supplier of software for patient safety, improving quality, risk management, incident and adverse event reporting.

We aim to help healthcare organisations build a culture and practice that drives excellence in patient safety. It recruits and retains people committed to the healthcare sector and continually invests in its software and services to ensure that it integrates best practice and learning.

Set up specifically to meet the governance and risk management requirements of the healthcare industry, Datix is working as a partner to leading healthcare organisations across the world.

Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in Canada and the USA as well as clients in Europe, Australia and the Middle East.

