



Belfast Health and Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W342918 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W342918
ID	420943
Reported date: (dd/MM/yyyy)	01/07/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No

What happened?
 ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Around 8 protester's gathered outside the clinic today. Majority of those gathered were men holding signs objecting to Abortion. The women protester's were trying to talk with service users as they came in and out of the clinic and they were trying to get them to accept leaflets from them. Some service users complained to staff about the harassment by the protester's but did not wish to take it further.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence). Apologies were given to service users when they came into the clinic. Staff always make service users aware that there is a possibility of protesters outside the building, especially on a Wednesday and Thursday. Staff are always available to escort the women in and out of the clinic. A security guard is always present on Thursdays.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 30/06/2022

Time incident occurred
(hh:mm) 10:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading Click for the Consequence & Likelihood Tables to assist you in completing this section. Please note:		Consequence				
	Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

clinic manager was not informed of the specific verbal complaints from service users to clinic staff. Clinic manager sent an e-mail to remind staff that clinic manager must be informed if there is a verbal complaint.

Date investigation completed 04/07/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

To remind staff to inform me as clinic manager if there are any verbal complaints/comments to staff about the protesters outside the building. Nursing Assistant can then keep a record of same even though the person does not want to make an official complaint at that time. Continue to advise service users that the option to have an escort into or out of the clinic is an option for them. Always advise service users of the possibility of protesting outside College Street.

Is this incident reportable under RIDDOR?

- No
- Yes

Investigator / Managers Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).
[\(Click for further guidance\).](#)



Belfast Health and Social Care Trust

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W343928 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W343928
ID	421959
Reported date: (dd/MM/yyyy)	08/07/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No

What happened?
 ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.
 Seven antichoice protestors gathered outside the clinic at college street today. (10am - 4pm) Mixture of men and women. Holding offence and misleading signs. Handing out, as some patients reported, forcibly, antichoice pamphlets. Harassing women as they came in and out of the clinic. One patient wanted to make a complaint about her encounter with the protestors. She wrote a statement about her experience and this was given to the clinic manager.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to patients when they come into the clinic. Patients are always advised of the possibility of protestors on Thursdays. Staff are always available to escort patients in and out of the clinic. Security guard is always present on Thursdays.
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ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 07/07/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading Click for the Consequence & Likelihood Tables to assist you in completing this section. Please note:		Consequence				
	Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

PSNI were called to advise of the verbal abuse of one of our services users (not the one documented above). There were 4 service users in total who complained to staff regarding what protesters had said to them while entering the building. Auxiliary have the names of all Services Users who made verbal complaints to me. BY the time the PSNI arrived 2 of the service users were waiting to speak to PSNI about their experiences. They wanted to make formal complaints - this was discouraged as they were told it wouldn't make any difference and likely to not have any effect on the protesting outside 16 College Street. Comments were made to one woman such as "are you going in there to kill your baby and flush it down the toilet". Another Service user was afraid to come in past them and her husband (who had dropped her off) came back to meet her and walk her in (he also came to pick her up and parked outside the building). I have a letter of complaint also which Auxiliary will forward to Trust Complaints Department. Not all these complaints are from women who used the EMA service.

Date investigation completed 19/07/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

All staff advised to ask women if they would like an escort into or out of the building. Security from G4S remains vigilant. Door on automatic open so women can gain easy access. All staff advised to inform me if there a verbal complaint.

Is this incident reportable under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).
[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 19/07/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

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W345883 | [REDACTED]

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W345883
ID	423916
Reported date: (dd/MM/yyyy)	21/07/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	Protesting against abortion outside 16 College Street - around 10 protestors standing outside doorway and to left and right of doorway. Started gathering around 930.
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Midwife went outside when Midwife could to show presence for service users and provide reassurance. There was no interaction by staff with the protester's. They were witnessed trying to engage service users by trying to hand them leaflets and ask why they were attending the clinic and offering advice on pregnancy. One service user asked that Midwife speak with her to make a verbal complaint but

ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

did not wish to make a formal complaint. She was happy that Midwife took her personal details to record.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Who has been notified of this incident?

Incident date (dd/MM/yyyy) 21/07/2022

Time incident occurred (hh:mm) 15:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	No Harm to Person(s)
Severity (ACTUAL harm or impact) Click for severity table .	Insignificant

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation
Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation
Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Midwife spoke with the person who made the verbal complaint. She advised that she felt it was necessary to voice her concerns as it was very difficult to pass the protesters. She walked past them to enter the clinic but felt she was harassed. At SRH we advise all service users of the possibility of protesters outside the clinic on a Wednesday and a Thursday. They are made aware that they can call the clinic and ask for a chaperon into the clinic and we can also chaperon on exiting the clinic.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 21/07/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

To continue to provide reassurance to service users that are welcome to ask for a chaperone into or out of the clinic. We have G4S security present on a Thursday to provide support.

Is this incident reportable
under RIDDOR?

- No
 Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).

[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 14/07/2022
Only enter date of first
approval. Do not change this
date subsequently.



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W347153 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated

Incident Form Ref. No. W347153

ID 425193

Reported date:
(dd/MM/yyyy) 29/07/2022

Approver [\(Click here if name is wrong\)](#)

2. Incident details

Is this COVID-19 related? No

Is medication (including fluids or medical gas) involved in this incident? No

What happened?
ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Seven to ten antichoice protestors gathered outside College Street clinic. 10.00 am - 16.45pm. Mixture of men and women. Holding offence and misleading signs. Harassing service users coming in and out of the clinic. Handing out antichoice pamphlets. One service user made a complaint to staff about being stopped coming into the clinic by a protestor. She informed staff she did not appreciate it or want the leaflet they were trying to hand to her.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Immediate action taken at
the time of the incident
(including action to prevent
re-occurrence).

Apologies given to service user and all service users who come to the clinic. Service users are informed of the possibility of antichoice protestors being here on Thursdays. Staff are always available to escort service users in and out of the clinic. A security guard is always present on a Thursday.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 28/07/2022

Time incident occurred 10:00
(hh:mm)

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading Click for the Consequence & Likelihood Tables to assist you in completing this section. Please note:		Consequence				
	Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation
Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Event recorded with PSNI RM 22038269 - Apologies made the service user. Details of this person recorded with our Administration Team. Unfortunately this is usually occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 15/08/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

I have been on annual leave hence delay in investigation. we have security on site every Thursday to try and mitigate against any issues. However it is very difficult to try and stop the protesting from approaching our service users. Many of the service users do not allow them to engage. when appointments are made staff at srh will advise re the protesting outside the clinic and advise that a chaperone can come outside the clinic to meet them or escort them out also.

Is this incident reportable
under RIDDOR?

No

Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).
[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 15/08/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and Social Care Trust

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Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W350338 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W350338
ID	428384
Reported date: (dd/MM/yyyy)	18/08/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	Protesting Outside 16 College Street Sexual and Reproductive Health Clinic - Protestors trying to engage in conversation to discourage service users against abortion. Trying to make service users take their printed material off them. Security G4S failed to turn up at 830.
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Security arrived around 1130. I made several telephone calls sent e mails to G4S and eventually they were able to send a guard for duty. No incidents while waiting. I waited at reception most of the morning to check that service users were safe coming in and going out of the building.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 18/08/2022

Time incident occurred (hh:mm) 17:45

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	No Harm to Person(s)
Severity (ACTUAL harm or impact) Click for severity table .	Insignificant

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading Click for the Consequence & Likelihood Tables to assist you in completing this section. Please note:		Consequence				
	Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Protesting usual each Thursday and sometimes other days of the week. Staff will ask Service Users if they want escorted into or out of the building. We have G4S Security with us on a Thursday. Unfortunately they didn't turn up and I had to make several calls to try and sort out. It was ok in the end they arrived around 11.30.

Date investigation completed 31/08/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

Have a G4S contact sorted. Advise all staff of this I have informed Admin Team and full clinical team also of G4S contact. Continue to report protesting incidents to PSNI RM22038269.

Is this incident reportable under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).
[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the Escalation Protocol (Click).

Approval date (dd/mm/yyyy) 31/08/2022
Only enter date of first approval. Do not change this date subsequently.

SAI Action Plan/ Shared Learning

SAI - Action plan status
SAI - Shared Learning Required



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W350340 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated

Incident Form Ref. No. W350340

ID 428386

Reported date:
(dd/MM/yyyy) 18/08/2022

Approver [\(Click here if name is wrong\)](#)

2. Incident details

Is this COVID-19 related? No

Is medication (including fluids or medical gas) involved in this incident? No

What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

Protesting outside 16 college Street, Sexual and Reproductive Health Clinic.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence).

Security on site for reassurance to service users who are entering the building and exiting. Trust S&RH clinic staff always available to support also.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 11/08/2022

Time incident occurred 16:30
(hh:mm)

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	No Harm to Person(s)
Severity (ACTUAL harm or impact) Click for severity table .	Insignificant

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Grade: Medium				

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Continue to support Services Users entering and exiting the building. Protesting usually on a Thursday however can be other days also.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 31/08/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

Continue to report to PSNI RM22038269. Continue to support each other also as a Team and keep each other informed re any Service User comments re Protesting.

Is this incident reportable under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the Escalation Protocol (Click).

Approval date (dd/mm/yyyy) 31/08/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W351360 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated

[Redacted]

Incident Form Ref. No.

W351360

ID

429407

Reported date:
(dd/MM/yyyy)

25/08/2022

Approver *(Click here if name
is wrong)*

[Redacted]

2. Incident details

Is this COVID-19 related?

No

Is medication (including
fluids or medical gas)
involved in this incident?

No

What happened?
ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Protesting outside 16 College Street Sexual and Reproductive Health clinic.
Protestors trying to make service users take their anti-choice leaflets. Posters of
aborted fetus propped up against the walls of the building.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Immediate action taken at
the time of the incident
(including action to prevent
re-occurrence).

Service users supported entering and exiting the building by G4S security and
staff.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 25/08/2022

Time incident occurred
(hh:mm) 16:00

4. Where did the incident happen?

Site Community Locations

Location (Type) Health Centre or Clinic or WTC

Location (Exact) 16 College Street

Directorate Specialist Hospitals & Women's Health (code retired Sep 22)

Service Area Women's and Maternity

Specialty Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on
completing the incident
affecting and type fields
below.

Incident affecting Patient Incidents

Incident type tier one Behaviour

Incident type tier two Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other

Incident type tier three Psychological abuse (bullying and harassment)

Result No Harm to Person(s)

Severity (ACTUAL harm or
impact) Insignificant
Click for [severity table](#).

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence
& Likelihood Tables](#) to
assist you in completing this
section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete**.

Services Users always supported by staff on entering and exiting the building. We have security cameras and admins staff can see outside the building. Doors to the building are on automatic opening so they can gain quick access. Protestors do not usually try to enter the building.

Date investigation completed 31/08/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

Continue to support Service Users into and out of the building if they desire.
Continue to refer incident to PSNI RM22038269.

Is this incident reportable
under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).

[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 31/08/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W352465 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W352465
ID	430513
Reported date: (dd/MM/yyyy)	02/09/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Ensure FACTS not opinions. Ensure third person i.e. amend use of: I, my, we etc.	Six to seven antichoice protestors gathered outside College Street Clinic (10am-16.30pm) A mixture of men and women. Holding offence signs. Soliciting antichoice materials. Harassing service users as they come in and out of the clinic. One service user reported to staff that she was stopped by a female protestor as she came in to the clinic. They said to her "Are you considering an abortion? If you are, don't. It's wrong" Then they gave her antichoice material. The service user did not want to make a formal complaint. Service manager has been informed. If further details are required please contact the service manager [REDACTED] PSNI have also been informed and we await a reference number.
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Service users are always informed of the possibility of protestors on Thursdays. Apologies given to service users when entering the clinic. Staff are always available to escort service users in and out of the clinic. A security guard is always present on a Thursday to support and guide service users into the clinic.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 01/09/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site Community Locations

Location (Type) Health Centre or Clinic or WTC

Location (Exact) 16 College Street

Directorate Specialist Hospitals & Women's Health (code retired Sep 22)

Service Area Women's and Maternity

Specialty Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on completing the incident affecting and type fields below.

Incident affecting Patient Incidents

Incident type tier one Behaviour

Incident type tier two Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other

Incident type tier three Psychological abuse (bullying and harassment)

Result Harm to Person(s) - Psychological

Severity (ACTUAL harm or impact) Minor
Click for [severity table](#).

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Summary as above - protesting is regular outside College Street on Thursday and sometimes on other days. Any Service Users coming to 16 College are advised re protesting and asked to inform us if they would like a staff member to go outside and escort them in. We are also available to escort them outside as well.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 15/09/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

To continue to provide the same support as always to service users. Security staff advised to main a presence outside the building rather than sitting at a desk inside to show support to service users as they arrive and when they are leaving.

Is this incident reportable
under RIDDOR?

- No
 Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).
[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 15/09/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W353400 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W353400
ID	431448
Reported date: (dd/MM/yyyy)	09/09/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Ensure FACTS not opinions. Ensure third person i.e. amend use of: I, my, we etc.	<p>Six to seven antichoice protestors gathered outside College Street clinic (10.00am-16.00pm) A mixture of men and women. Holding offence signs. Soliciting antichoice pamphlets. Harassing service users as they come in and out of the building.</p> <p>One service user reported to staff of her experience coming passed the protestors. She gave permission for her details to be passed on to the Service Manager [REDACTED] to allow her to phone her and talk to her about this. It is unclear at this time if the service user wishes to make a formal complaint.</p>
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	<p>Apologies given to service users who come into the building.</p> <p>Service users are always informed of the possibility of protestors on Thursdays.</p> <p>Staff are always available to escort service users in and out of the clinic.</p> <p>A security guard is always present on Thursdays to guise and support service users.</p>

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 08/09/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site Community Locations

Location (Type) Health Centre or Clinic or WTC

Location (Exact) 16 College Street

Directorate Specialist Hospitals & Women's Health (code retired Sep 22)

Service Area Women's and Maternity

Specialty Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on completing the incident affecting and type fields below.

Incident affecting Patient Incidents

Incident type tier one Behaviour

Incident type tier two Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other

Incident type tier three Psychological abuse (bullying and harassment)

Result Harm to Person(s) - Psychological

Severity (ACTUAL harm or impact) Minor
Click for [severity table](#).

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

I have tried to ring the person who made a complaint 3 times and there has been no answer. I did want to text or leave a message to maintain confidentiality. There was another person who left her name but asked that I did not contact her at all. Most Service Users receive some form of harassment from protesters, either trying to make take leaflets, trying to engage them in conversation re abortion and discourage them from same or trying to make look at imagery of aborted fetus.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 15/09/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

All S&RH staff to continue to support service users entering and exiting the building. I have insisted that our security guard stands outside the building rather than sits at the desk and periodically go outside so as to maintain a visual presence of support to any Service User approaching the building.

Is this incident reportable under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 15/09/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W354337 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W354337
ID	432385
Reported date: (dd/MM/yyyy)	15/09/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Ensure FACTS not opinions. Ensure third person i.e. amend use of: I, my, we etc.	Protesting outside BHSCT Sexual and Reproductive Health Clinic. Protestors holding sign against abortion. Holding posters of fetus and religious prayers. Trying to engage service users when entering and exiting the building.
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Service users supported on entering and exiting the building by staff and security staff

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 15/09/2022

Time incident occurred (hh:mm) 14:40

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	No Harm to Person(s)
Severity (ACTUAL harm or impact) Click for severity table .	Insignificant

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: <input type="text" value="Medium"/>					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

support service users entering and exiting the building via protestors by offering to escort into and out of the building. Continue to support each other.

Date investigation completed 28/09/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

Frustrating that no action can be taken against protestors. Continue to try and have some form of natural barrier outside the clinic to separate protestors from service users - no reply from Estates Management as yet

Is this incident reportable under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the Escalation Protocol (Click).

Approval date (dd/mm/yyyy) 28/09/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W355327 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W355327
ID	433375
Reported date: (dd/MM/yyyy)	22/09/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Ensure FACTS not opinions. Ensure third person i.e. amend use of: I, my, we etc.	Antichoice protestors gathered outside clinic this morning. Please note, Wednesday is not their usual day to gather so we had no security guard present. As staff were escorting a service user into the clinic she was subjected to intrusive and verbal abuse by the leading figure of precious life. She asked the service user why she was here and was it because of an unplanned pregnancy. She also told her her baby was fully developed. As staff and service user entered the foyer this protestor continued to engage with the service user, but now was shouting in at her, such things as "you're going in there to flush your baby down the toilet" "having and abortion will give you breast cancer" The service user was visibly upset and wishes to make a formal complaint.
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	PSNI were contacted and 3 officers came to the clinic. They spoke with managerial staff. Apologies were given to the service user. Consent was given to the staff by the service user to pass her information and

ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

details of the incident on to the clinic manager.
A PSNI incident form was completed online. Awaitng a reference nukber

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 21/09/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

Likelihood of recurrence	Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation
Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

I tried to contact Service User x 3 times - no reply so not pursued. PSNI aware - Were called by myself (I was training from home and was called). I called ASM and they then based themselves at College Street that day. PSNI did come to site and spoke with staff unfortunately they cannot do anything in these circumstances and protesting not unlawful. Staff supported by each other and management.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 28/09/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

Continue to support each other emotionally. Inform PSNI when protestors become loud and abusive and try to engage service users. Advice service users re the possibility of staff escorting into and out of the building.

Is this incident reportable under RIDDOR?

No

Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the Escalation Protocol (Click).

Approval date (dd/mm/yyyy) 28/09/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W355486 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	
Incident Form Ref. No.	W355486
ID	433534
Reported date: (dd/MM/yyyy)	23/09/2022
Approver <i>(Click here if name is wrong)</i>	

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	Four to six antichoice protestors gathered at College street clinic. (09.30am - 16.00pm) Harassing service users and asking intrusive questions. Holding offence signs and soliciting antichoice pamphlets.
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users. Service users are always informed of the possibility of protestors here on a Thursday. Staff are always available to escort service users in and out of the clinic.

ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

Security guard always present on a Thursday.
Online PSNI incident form completed. Awaiting a reference number.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 22/09/2022

Time incident occurred (hh:mm) 09:30

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Specialist Hospitals & Women's Health (code retired Sep 22)
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident and • Procedure for Investigating an Incident \(excluding SAIs\).](#)

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Grade: <input type="text" value="Medium"/>				

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

No Service Users asked to make a complaint. Service Users all informed re the possibility of protesting outside building. All advised re Trust staff availability to escort into and out of the building.

Date investigation completed 28/09/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

Always be mindful of effect of protesting on service users. Not all service users are having abortion consultation. This protesting can affect all service users and staff.

Is this incident reportable
under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).

[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 28/09/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W357386 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated

[Redacted]

Incident Form Ref. No.

W357386

ID

435434

Reported date:
(dd/MM/yyyy)

05/10/2022

Approver ([Click here if name is wrong](#))

[Redacted]

2. Incident details

Is this COVID-19 related?

No

Is medication (including fluids or medical gas) involved in this incident?

No

What happened?
ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Protesting outside 16 college Street. Protestors holding anti abortion signs. trying to engage service users as they enter the building.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Immediate action taken at
the time of the incident
(including action to prevent
re-occurrence).

Support to service users when they mention this experience to staff. Security staff outside the building to show support to service users as they enter the building.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 29/09/2022

Time incident occurred 16:00
(hh:mm)

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	No Harm to Person(s)
Severity (ACTUAL harm or impact) Click for severity table .	Insignificant

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading Click for the Consequence & Likelihood Tables to assist you in completing this section. Please note:		Consequence				
	Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete**.

Protesting outside 16 College Street on a Thursday. Service Users advised re same and the option is available to them to have a staff member or security escort them into or out of the building.

Date investigation completed 24/10/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

To continue to support staff and service users when protesting outside the building. To continue to report all incidents.

Is this incident reportable under RIDDOR?

No

Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 24/10/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W359785 | UNINOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated

[Redacted]

Incident Form Ref. No.

W359785

ID

437843

Reported date:
(dd/MM/yyyy)

21/10/2022

Approver ([Click here if name is wrong](#))

[Redacted]

2. Incident details

Is this COVID-19 related?

No

Is medication (including fluids or medical gas) involved in this incident?

No

What happened?
ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Around 6 six anti choice protestors gathered outside College Street clinic (10am-4pm) A mixture of men and women. Harassing service users as they came in and out of the clinic. Holding offence signs and soliciting anti choice pamphlets.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence).

Apologies given to service users when the came into the clinic.
Service users are always informed of the possibility of protestors of Thursdays.
Staff are always available to escort service users in and out of the building.
Security guard is always present on Thursdays.
PSNI have been contacted. Incident Number CC2022102100647

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 20/10/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site Community Locations
Location (Type) Health Centre or Clinic or WTC
Location (Exact) 16 College Street
Directorate Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area Women's and Maternity
Specialty Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on completing the incident affecting and type fields below.

Incident affecting Patient Incidents
Incident type tier one Behaviour
Incident type tier two Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three Psychological abuse (bullying and harassment)
Result Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Minor
Click for [severity table](#).

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation
Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Review of incident. Staff continue to do their best to support service users. Protesting is a regular occurrence outside 16 College Street on a Thursday. PSNI mobile phone numbers available to staff if they need them. Can also call 101 or 999 if needed. Security continue to support staff and service users on a Thursday.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 24/10/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

To continue to use security. to continue to advise service users of the possibility of protesting outside the clinic and to advise that clinic staff will escort into or out of the clinic if necessary.

Is this incident reportable under RIDDOR?

No
 Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).
[\(Click for further guidance\).](#)

11. Approval/ Sign off Section
Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 24/10/2022
Only enter date of first approval. Do not change this date subsequently.





Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W361811 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W361811
ID	439878
Reported date: (dd/MM/yyyy)	04/11/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	Four to six antichoice protestors gathered outside College Street clinic. (10am-3.30) A mixture of men and women. Holding offence signs. Harassing service users as the come in and out of the building ie asking intrusive and personal questions, handing out anti choice leaflets
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users when they come in to the clinic. Service users are always informed of the possibility of protestors on a Thursday. Staff are always available to escort service users in and out of the building. A security guard is always present as support and a guide to service users. PSNI have been informed. we await an Incident number.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 03/11/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Click here for guidance on completing the incident affecting and type fields below.	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading Click for the Consequence & Likelihood Tables to assist you in completing this section. Please note:		Consequence				
	Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
	Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Grade: Medium				

Method of Review/Investigation

Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation

Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

PSNI incident number: CC2022110400577. Reviewed with staff who raised Datix. Info as above. Protesting usual outside our clinic on a Thursday and sometimes on other days.

Date investigation completed 09/11/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

We continue to support service users attending the clinic. We offer to escort them in and out of the clinic if required. We have security also on a Thursday.

Is this incident reportable
under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).
[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 09/11/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W363878 | UNKNOWIWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W363878
ID	441945
Reported date: (dd/MM/yyyy)	18/11/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	5 - 6 antichoice protestors gathered outside College Street clinic (10am - 4pm) Holding signs. Soliciting antichoice pamphlets. Harassing service users as they come in and out of the clinic. Service users have spoken to staff and share that they feel intimidated by the protestors presence.
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users. Service users are always informed of the possibility of protestors on Thursdays. Staff are always available to escort service users in and out of the clinic. A security guard was present. PSNI have been informed. Awaiting on an incident number.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 17/11/2022

Time incident occurred
(hh:mm) 10:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on
completing the incident
affecting and type fields
below.

Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Minor

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

Likelihood of recurrence	Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

I was annual leave a the time of this incident - description as above. Clinic staff as always very proactive in protection of service users. No official complaints were made at the time.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 24/11/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

To continue to support all our staff and service users who encounter these
protestors at the clinic. PSNI contacted when needed.

Is this incident reportable
under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).
[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 24/11/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W364618 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W364618
ID	442685
Reported date: (dd/MM/yyyy)	23/11/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Ensure FACTS not opinions. Ensure third person i.e. amend use of: I, my, we etc.	Four antichoice protestors gathered outside college street clinic today (9.30am-3.30pm) Wednesday is not their usual day to stand here so service users could not be informed of their presence in time and no security guard was present either. Harassing service users as they came in and out of the building. Asking intrusive and personal questions. Soliciting antichoice pamphlets. Displaying signs. The clinic manager rang PSNI to come and speak to them as they were blocking the main entrance, which is a fire exit. Physically blocking all the staff from all the levels in the building coming in and out the door as well as service users. Clinic manager asked the PSNI to come and speak to her when they arrived at the clinic but they did not. All the service users today complained to staff about the protestors but none wanted to make formal complaints.
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users. PSNI were informed and asked to visit the clinic. Incident number CC2022112301358

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 23/11/2022

Time incident occurred (hh:mm) 09:30

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click here for guidance on completing the incident affecting and type fields below.	
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact)	Minor
Click for severity table .	

10. Investigation

For guidance: [Click](#) **Procedure for Grading an Incident** and **Procedure for Investigating an Incident (excluding SAIs)**.

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

PSNI came to clinic today Thursday to advise that they drove past yesterday and there was only 1 protestor at that time so the didn't come in as they were busy. I stood outside for a period of around 15 minutes to escort any service into the building.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 24/11/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

Be extra cautious on a Wednesday regarding protestors - perhaps even have security on a Wednesday also. BSO staff complained also as they were targeted by the protestors - one of whom was Bernie. They will be raising a Datix also. They were harassed when going in and out of the building on their breaks.

Is this incident reportable under RIDDOR?

No

Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the Escalation Protocol (Click).

Approval date (dd/mm/yyyy) 24/11/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W364858 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W364858
ID	442925
Reported date: (dd/MM/yyyy)	25/11/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A. Ensure FACTS not opinions. Ensure third person i.e. amend use of: I, my, we etc.	Protesting outside clinic yesterday Thursday 24.11.2022. No security until 1230. G4S cited no staff available. Did not advise prior.
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Several phone calls to G4S and different staff to try and organise. PSNI contacted as there was arguing outside the building between protestors and a man who was trying to park outside the building as a disabled driver. The protestors would not move to let him park. I feel Governance should look at the building CCTV to see what happened. Several service users trying to enter and exit the building while

ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

this was going on, some restricted by vehicle and protestors. Security trying to keep service users and staff safe. BSO staff trying to get in and out the building also for their breaks and exit restricted because of the protestors.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Who has been notified of this incident?	Police Service for Northern Ireland (PSNI)
Incident date (dd/MM/yyyy)	24/11/2022
Time incident occurred (hh:mm)	16:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click here for guidance on completing the incident affecting and type fields below.	
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact) Click for severity table .	Moderate

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: <input type="text" value="Low"/>					

Method of Review/Investigation
Method of review/investigation that will be, or has been used.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Click [here](#) for further guidance.

More than one option can be chosen.

Outcome of Review/Investigation
Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

PSNI called as per above - spoke to protestors and took their names - protestors abusive to security staff also - PSNI came into reception after speaking to protestors and also spoke with driver of car. Apologies made to service users and staff supported by myself

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 14/12/2022
(dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

Continue to use security on a Thursday - recommend security every day as unpredictable when protestors come - they come on other days apart from a Thursday - continue to advise all service users re the prospect of protestors outside College Street clinic. Offer accompaniment into and out of the clinic as required.

Is this incident reportable under RIDDOR?

- No
- Yes

Are the principles of the Being Open Policy being applied?

For guidance: [Click **Being Open Policy**](#).

- Yes
- No
- Not applicable

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).
[\(Click for further guidance\)](#).

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 14/12/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W365364 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W365364
ID	443431
Reported date: (dd/MM/yyyy)	29/11/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	Two antichoice protestors gathered at College Street Clinic. Handing out antichoice pamphlets. Monday is not their usual day to gather here, Thursday is their day, so we had no security guard present. We do not have a security guard anymore for the clinic as the previous one has left and has not been replaced. They both remained for a while then one left and the other stayed on until shortly after lunch.
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this
incident?

Incident date (dd/MM/yyyy) 28/11/2022

Time incident occurred
(hh:mm) 09:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click here for guidance on completing the incident affecting and type fields below.	
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact)	Minor
Click for severity table .	

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Grade: Medium				

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Request for security on days other than a Thursday declined by management. No formal complaints from service users as yet.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 14/12/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

Continue to provide support to service users and staff re Protesting. Continue to advise service users pre the prospect of protests outside the clinic and to accompany in and out of the clinic if required.

Is this incident reportable
under RIDDOR?

No

Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).

[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 14/12/2022
Only enter date of first
approval. Do not change this
date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W365665 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W365665
ID	443732
Reported date: (dd/MM/yyyy)	01/12/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No
What happened? ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.	Two to four antichoice protestors gathered at College Street clinic. (09.30am-3.30pm) Holding antichoice pamphlets and signs. Wednesday has not been their usual day to gather but it is becoming more of a regular occurrence. No security guard was present at this time.
Ensure FACTS not opinions.	
Ensure third person i.e. amend use of: I, my, we etc.	
Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Clinic was closed for staff training and Lillie system update, so no service users visited the clinic. An online incident form was still completed for the PSNI, on their request. Awaiting an incident number.

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 30/11/2022

Time incident occurred (hh:mm) 09:30

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click here for guidance on completing the incident affecting and type fields below.	
Incident affecting	Staff/Contractor/Vendor Incidents
Incident type tier one	Behaviour (Including Violence and Aggression)
Incident type tier two	Other
Incident type tier three	Other
Result	No Harm to Person(s)
Severity (ACTUAL harm or impact)	Insignificant
Click for severity table .	

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

As stated above no service present today but still staff had to pass the protestors on entering and exiting the building

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 14/12/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any learning identified.

To continue to support staff as they have to pass protesting outside their place of work

Is this incident reportable under RIDDOR?

No

Yes

Investigator / Managers
Access
Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\).](#)

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 14/12/2022
Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W365843 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W365843
ID	443910
Reported date: (dd/MM/yyyy)	02/12/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No

What happened?
ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

Eight to ten antichoice protestors gathered outside College Street clinic (10.00am-16.00) A mixture of men and women. The women harassing service users as they come in and out of the clinic. Soliciting antichoice pamphlets. Displaying images of abortion. The leading figure of precious life was live streaming from the entrance of the clinic.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users. Service users are always informed of the possibility of protestors gathering here. Staff are always available to escort service users in and out of the clinic. Security guard was present. Online PSNI incident form has been completed. Awaiting on an incident number.
---	---

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 01/12/2022

Time incident occurred (hh:mm) 10:00

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on completing the incident affecting and type fields below.

Incident affecting Patient Incidents

Incident type tier one Behaviour

Incident type tier two Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other

Incident type tier three Psychological abuse (bullying and harassment)

Result Harm to Person(s) - Psychological

Severity (ACTUAL harm or impact) Minor
Click for [severity table](#).

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

	Consequence				
Likelihood of recurrence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	●	○	○	○	○
Likely	○	○	○	○	○
Possible	○	○	○	○	○
Unlikely	○	○	○	○	○
Rare	○	○	○	○	○
	Grade: Medium				

Method of Review/Investigation Local Informal Review

Method of review/investigation that will be, or has been used.

Significant Event Audit (SEA)

Root Cause Analysis (RCA)

Click [here](#) for further guidance.

Patient Safety & Clinical Governance Meeting (incorporating M&M)

More than one option can be chosen.

Structured Judgement Review (SJR)

Post Fall Review

Post Pressure Ulcer Review

Adult Safeguarding Review (ASR)

Child Safeguarding Review (CSR)

Perinatal Mortality Review Tool (PMRT formerly SCOR)

Case Management Review (CMR)

Joint Protocol Investigation

COVID Death Review

Independent External Review (e.g. Royal College)

Review methodology still to be agreed

Outcome of Review/Investigation
Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

AS usual outside 16 College Street protestors gathered. Tried to make service users take their literature and on occasions putting directly into their bags. PSNI informed by online forum.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed (dd/MM/yyyy) 14/12/2022

Lessons learned
Brief summary of any learning identified.

Security present. Accompanied service users into and out of the clinic. To continue to use private security and alert PSNI by101 or mobile if needed to support us.

Is this incident reportable under RIDDOR?

No

Yes

Investigator / Managers
Access

Use to give others access to incident.

Ensure you make contact and agree roles BEFORE adding names here.

(NOTE: this will send them an email with a link + description of the incident).

[\(Click for further guidance\)](#).

11. Approval/ Sign off Section

Incidents that are not approved within 7 days of being reported will be escalated as per the [Escalation Protocol \(Click\)](#).

Approval date (dd/mm/yyyy) 14/12/2022

Only enter date of first approval. Do not change this date subsequently.



Belfast Health and
Social Care Trust

BHSCT Incident Approval Form

Click for: • [Trigger Lists](#) – list of events that must be reported as incidents

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance](#) - includes guidance on approving and follow-up, searching and running reports on incidents.

W367722 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated

[Redacted]

Incident Form Ref. No.

W367722

ID

445793

Reported date:
(dd/MM/yyyy)

15/12/2022

Approver [\(Click here if name is wrong\)](#)

[Redacted]

2. Incident details

Is this COVID-19 related?

No

Is medication (including fluids or medical gas) involved in this incident?

No

What happened?
ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

Two to three antichoice protestors gathered outside College Street Clinic (10.00am-14.30pm Harassing service users, Asking intrusive and personal questions, as stated by the service users to staff. Soliciting antichoice pamphlets.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence).

Apologies given to service users. Service users are always informed of the possibility of protestors being present on Thursdays...as this was Wednesday, not their usual day, all service users were not able to be informed in time.

ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.

No security guard was present. PSNI informed by on line forum

Ensure FACTS not opinions.
Ensure third person i.e. amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 14/12/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site	Community Locations
Location (Type)	Health Centre or Clinic or WTC
Location (Exact)	16 College Street
Directorate	Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health
Service Area	Women's and Maternity
Specialty	Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category	Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click here for guidance on completing the incident affecting and type fields below.	
Incident affecting	Patient Incidents
Incident type tier one	Behaviour
Incident type tier two	Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other
Incident type tier three	Psychological abuse (bullying and harassment)
Result	Harm to Person(s) - Psychological
Severity (ACTUAL harm or impact)	Minor
Click for severity table .	

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

Likelihood of recurrence	Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Grade: Medium				

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click **here** for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

Anti Choice protesting outside clinic - Some of the protestors tried to make service users take their leaflets

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete.**

Date investigation completed 16/12/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

To continue to support service users and staff in regard to protesting outside clinic. Make service users aware, as much as possible that protesting is a possibility. Report to PSNI.

Is this incident reportable
under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).

[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 16/12/2022
Only enter date of first
approval. Do not change this
date subsequently.



BHSCT Incident Approval Form

Click for: • [Trigger Lists – list of events that must be reported as incidents](#)

Click for: • [Incident Dashboard Guidance](#)

Click for: • [Approving Managers Guidance - includes guidance on approving and follow-up, searching and running reports on incidents.](#)

W367842 | UNKNOWN UNKNOWN

1. Incident details

If you are not the person to approve the incident (e.g. the reporter has selected your name in error) then pass the incident on by selecting the correct name from the dropdown list in the Approver field - if unknown, select Datix Administrator. The new handler will receive an automated email informing them of the change.

Record last updated	[REDACTED]
Incident Form Ref. No.	W367842
ID	445913
Reported date: (dd/MM/yyyy)	16/12/2022
Approver <i>(Click here if name is wrong)</i>	[REDACTED]

2. Incident details

Is this COVID-19 related?	No
Is medication (including fluids or medical gas) involved in this incident?	No

What happened?
 ANONYMOUS section - Remove peoples names, initials, H&C or hospital numbers. Replace with e.g. Staff Nurse A, Patient A.
 Two to five antichoice protestors gathered outside College Street (10.00am-16.00pm) Blocking the door way at times. A mixture of men and women. The women asking service users intrusive and personal questions, as reported to staff by service users. Soliciting antichoice pamphlets. Displaying antichoice and religious signs along the building.

Ensure FACTS not opinions.

Ensure third person i.e. amend use of: I, my, we etc.

Immediate action taken at the time of the incident (including action to prevent re-occurrence).	Apologies given to service users. Service users are always informed of the possibility of protestors on Thursdays. Staff are always available to escort service users in and out of the clinic. Security Guard was present. PSNI have been informed via online forum. Awaiting an incident number.
---	--

ANONYMOUS section -
Remove peoples names,
initials, H&C or hospital
numbers. Replace with e.g.
Staff Nurse A, Patient A.

Ensure FACTS not opinions.

Ensure third person i.e.
amend use of: I, my, we etc.

Who has been notified of this incident? Police Service for Northern Ireland (PSNI)

Incident date (dd/MM/yyyy) 15/12/2022

Time incident occurred (hh:mm) 10:00

4. Where did the incident happen?

Site Community Locations

Location (Type) Health Centre or Clinic or WTC

Location (Exact) 16 College Street

Directorate Trauma, Ortho, Rehab, Maternity, Dental, & Sexual Health

Service Area Women's and Maternity

Specialty Gynaecology and Sexual and Reproductive Healthcare

5. Incident Coding

Category Violence/ Aggression/ Disruptive (NOT self harming) behaviour
Click [here](#) for guidance on completing the incident affecting and type fields below.

Incident affecting Patient Incidents

Incident type tier one Behaviour

Incident type tier two Inappropriate/Aggressive Behaviour towards a Patient by a Visitor/Other

Incident type tier three Psychological abuse (bullying and harassment)

Result Harm to Person(s) - Psychological

Severity (ACTUAL harm or impact) Minor
Click for [severity table](#).

10. Investigation

For guidance: [Click • Procedure for Grading an Incident](#) and [• Procedure for Investigating an Incident \(excluding SAIs\)](#).

Risk grading

Click for the [Consequence & Likelihood Tables](#) to assist you in completing this section.

Please note:

Likelihood of recurrence	Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **consequence** of the incident differs from **severity**. **Consequence** should be scored based on what the outcome **COULD** have been.

Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade: Medium					

Method of Review/Investigation Method of review/investigation that will be, or has been used.

Click [here](#) for further guidance.

More than one option can be chosen.

- Local Informal Review
- Significant Event Audit (SEA)
- Root Cause Analysis (RCA)
- Patient Safety & Clinical Governance Meeting (incorporating M&M)
- Structured Judgement Review (SJR)
- Post Fall Review
- Post Pressure Ulcer Review
- Adult Safeguarding Review (ASR)
- Child Safeguarding Review (CSR)
- Perinatal Mortality Review Tool (PMRT formerly SCOR)
- Case Management Review (CMR)
- Joint Protocol Investigation
- COVID Death Review
- Independent External Review (e.g. Royal College)
- Review methodology still to be agreed

Outcome of Review/Investigation Brief summary of review/investigation findings including any further actions planned or taken to prevent re-occurrence.

No formal complaints from service users - this could change. Security very good at trying to avert any prolonged unwanted dialogue between service users and protestors. Protestors have a camera on this clip board.

If a SEA, RCA and/or action plan has been completed, attach the report/plan to the incident record (at Section 7).

When the review/investigation is complete, amend the Approval status to **Approved, investigation complete**.

Date investigation completed 16/12/2022 (dd/MM/yyyy)

Lessons learned
Brief summary of any
learning identified.

To continue to support service users and staff in regard to protesting . To
continue to report to PSNI by online forum or 101 if necessary (I also have mobile
phone numbers and have shared with the Team).

Is this incident reportable
under RIDDOR?

- No
- Yes

Investigator / Managers
Access
Use to give others access to
incident.

Ensure you make contact
and agree roles BEFORE
adding names here.

(NOTE: this will send them
an email with a link +
description of the incident).
[\(Click for further
guidance\).](#)

11. Approval/ Sign off Section

**Incidents that are not approved within 7 days of being reported will be escalated as per the
[Escalation Protocol \(Click\).](#)**

Approval date (dd/mm/yyyy) 16/12/2022
Only enter date of first
approval. Do not change this
date subsequently.