

Good Care Our new form

We are still testing 😊



LFPSE and Good Care

- BCHC has been using Datix since 2006. Overtime, additional fields and amendments have been introduced, resulting in forms that are now lengthy and cumbersome with some duplication of fields, particularly since the roll out of LFPSE.
- BCHC currently uses version 14.5.0.2
- We have 14.6.0 in our test environment
- We are going through a program of rationalisation, reducing fields, utilising the national fields (not our own extra fields that we have created over the years).
- We are looking at a Go Live date the end of the March 2026

LFPSE and Good Care

- BCHC has an established Learning from Excellence (LfE) process that recognises and learns from excellent practice.
- We developed a standalone database that staff can complete a LfE, this is then approved by the patient safety team and nominations are shared, with those nominated receiving recognition of there nomination.



Learning From Excellence

Learning From Excellence Philosophy

Safety in healthcare has traditionally focused on avoiding harm by learning from error. This approach may miss opportunities to learn from excellent practice. Excellence in healthcare is highly prevalent, but there is no formal system for capturing it. We tend to regard excellence as something to gratefully accept rather than something to study and understand. Our preoccupation with avoiding error and harm in healthcare has resulted in the rise of rules and rigidity, which in turn has cultivated a culture of fear and stifled innovation. It is time to redress the balance. We believe that studying excellence in healthcare can create new opportunities for learning and improving resilience and staff morale.

- Adrian Plunkett – LfE Founder

Person being nominated details (Nominee)

Full name: *

Email Address: *

Job Title *

Line Manager Name (if known)

Line Manager Email Address (if known)

Division *

Service

Team

Is the nominee an AHP? * Yes No

Reason for nomination

LFPSE and Good Care

What we did:

- We created a New Form with a link on the intranet

Why?

- This allowed us to just show the Good care questions – in the past we had staff reporting good care as incidents etc

The screenshot shows the DatixWeb interface for a 'Good Care' form. At the top, there is a header with the DatixWeb logo and navigation links for 'New Form' and 'Login'. Below the header, a title bar reads 'Good Care - An example of good care that can be learned from.' followed by a sub-header: 'What does this mean? Positive learning opportunities. Share experiences or learning from things that have gone well whilst delivering care.'

The form is divided into several sections:

- Good Care**: The main title of the form.
- When did the Incident/Event occur?**: This section contains two required fields: 'Incident/ Event Date' (with a calendar icon and format '(dd/MM/yyyy)') and 'Time (hh:mm)' (with a note: 'Use 24hr clock in hh:mm format ie. for 11.30pm enter 23:30').
- Where are you based?**: This section contains five dropdown menus for 'Directorate/Division', 'Service/Grouping', 'Specialty', 'Base', and 'Where did the incident/event occur?'.
- Describe what happened**: This section contains a large text area for the 'Description' with a note: 'Provide details of the good care that can be learned from. This section has to be anonymised, factual and describe what happened.'

At the bottom of the form, there is a footer: 'DatixWeb 14.6.0 © RLDatix 2025'.

LFPSE and Good Care

What we did:

- We created a new Incident Code called 'Good Care' and for the time being duplicated this across the Category and Subcategory.

Why?

- This allowed us to just trigger the LFPSE Good Care questions.

Good Care

Inc. type

Good Care

Category

Good Care

Sub Category

Good Care

LFPSE and Good Care

What we did:

- We created new contact forms for the person who was nominated.

Why?

- We could easily differentiate between roles in Incidents and Good care

Nominated (Nominee - Good Care)

This is the person that has delivered the episode of good care that can be learned from

Employee

Contact role

Nominee (Nominated for Good Care)

Type



First names *

Surname *

Gender *



Job title *

LFPSE and Good Care

What we did:

- We are utilising a Spare 'Workflow' so as soon as a Good Care Event is submitted it goes into the 'Good Care – Awaiting Approval'

Why?

- This kept Good care separate from the incidents in the bays where we have an agreed process.

LFPSE and Good Care

- We have reduced the fields on the Dif2 form to just concentrate on the Good Care elements – keeping the form short – utilising the mandated LFPSE good care fields.
- We have created this as a new form, however, we are currently exploring how this can be merged with our incident form and how to only display good care fields and not the full incident form.

LFPSE

What kind of event do you want to record? ? *

Did the event occur whilst the patient was under your organisation's care? *

LFPSE - Went Well

How did this example of good practice come to your attention? ?

How could this excellence be amplified or recreated in the future? ? *

LFPSE - Reporter

Which of these best describes your role? ?

What happened?

Description *

Provide details of the good care that can be learned from. This section has to be anonymised, factual and describe what happened.

The People Involved section is where you enter people's names.

TEST TEST GOOD CARE

Last updated

Good Care

Inc. type

Category

Sub Category

LFPSE and Good Care

- Our dashboards will show ‘Good Care’

Dashboard - GOOD Care								
ID	Inc. type	Directorate admitted	Unit	Specialty admitted	Description	How did this example of good practice come to your attention?	How could this excellence be amplified or recreated in the fu...	Approval status
173731	Good Care	Corporate Governance Directorate	Corporate Governance Service	Risk Management	TEST	I was told about it	Share with Teams	● In the holding area, awaiting review
173732	Good Care	Corporate Governance Directorate	Corporate Governance Service	Risk Management	Test - Good care event - reported by RMT		Test - Good care event - reported by RMT	● In the holding area, awaiting review
173733	Good Care	Corporate Governance Directorate	Corporate Governance Service	Risk Management	TEST - Good care event reported by RMT		TEST - Good care event reported by RMT	● In the holding area, awaiting review
173735	Good Care	Corporate Governance Directorate	Corporate Governance Service	Risk Management	TEST TEST GOOD CARE	I witnessed it but was not directly involved in the patient's care	Share with everypne	● In the holding area, awaiting review

End of report

LFPSE and Good Care

- We plan on going live end of March 2026.
- We are currently working with the patient safety team to combine LfE into Good Care.
- We are still testing, although, initial findings are its going well.
- We are currently assessing the impact on security groups, dashboards reports and permissions.
- We would welcome your feedback.

LFPSE and Good Care

If you need anything further – happy to help, just bear with us over the coming weeks.

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