



Risk User Groups

DCIQ: April 2026

Agenda

1. Product Management

2. Customer Success

3. Support

4. Solutions

5. Patient Safety Check-In

6. Community Spotlight

7. Customer Success
Masterclass: Actions

8. Q&A

9. Open Discussion



Product Management

AI - Sentiment Analysis Tool – Early Adoption

Model features:

- LLM that detects blame in description field
- Incident managers have to note whether they agree with the model's analysis
- Fields can be reported on to show improvements in blame culture over time
- Testing showed an accuracy of 94%
- Controlled by an environment variable – will be turned on as requested

Monitoring:

- RLD will work in partnership with EAP customers to improve model's accuracy before launch to stable.
- RLD expect the model to have an accuracy rate of around 85% due to complexities in human writing (sarcasm, slang etc.)

Description N1
Enter facts, not opinions. Do not enter names of people

John Doe didn't mop the floor therefore this incident is solely his fault

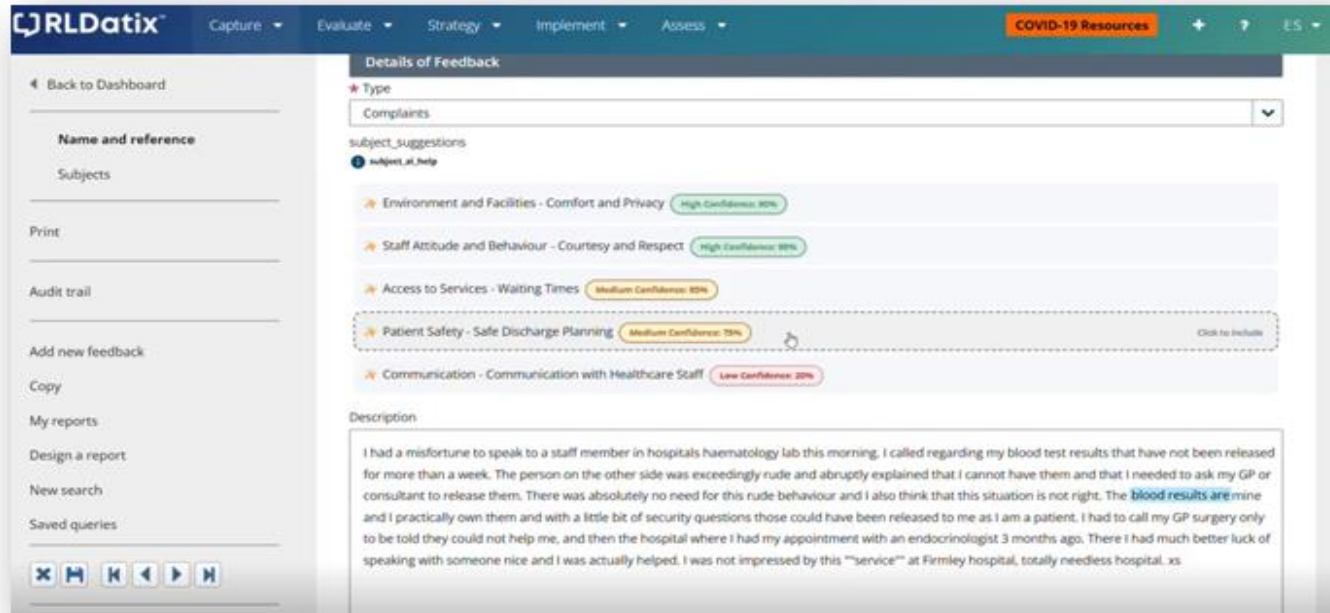
Sentiment Analysis

Analysis: Negative Sentiment Detected ⓘ

Assigns personal blame in a negative, accusatory way.

* Do you agree with this analysis?

AI - Feedback subject suggestions – Early Adoption



Model features:

- LLM that reads feedback description text and suggests appropriate subjects/sub-subjects from the customer coded field
- Model displays a confidence level for each suggestion
- Human reviewer has the final say – the model won't assign these subjects without the human selecting them
- Testing showed an accuracy level of 98% but this could be affected by poor options in customer coded field

Monitoring:

- RLD will work in partnership with EAP customers to improve model's accuracy before launch to stable.
- RLD expect the model to have an accuracy rate of around 85% due to differences in subject code setups

ERM Priorities

Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
Auto-calculation of the next risk review date	Risks to be read only and only editable when doing a risk review for certain users/groups	Fully customisable cells in Risk Matrix	Include record ID in non-capture email audit	ERM filters are retained
Prevent a Risk being closed if there are open actions	Lock the edit review date field so only certain users/groups can change review date outside of the review process	Additional calculated field for Control Score	Improve non-capture audit data quality	Notification Centre: ERM communication and feedback email customisation
Adding organisational objectives to Risk Reviews	Ability to unlink a recommendation from a Risk	Use a derived form of Risk Scoring	Increased flexibility for ERM risk record ACL access based on service and location	ERM Risk Monitors should respect Restrictions and Licenses
Risk Matrix History View	Improved Risk Rejection Flow	Editable risk level boundaries	Increased flexibility for ERM risk register ACL access	Read only ACL role that doesn't provide emails access

Investigations: R1 features

Master feature reference #	Master feature name
DCIQINV-E-26	Workflow - Event service copied from source record/event to Investigation
DCIQINV-E-28	UI - Display full location and service string for events
DCIQGEN-E-292	Access to Investigations by user's service
DCIQGEN-E-293	Access - Read only access to Investigations based on a user's service
DCIQGEN-E-447	Investigation linked events table generates modal on click with link to source record
DCIQINV-E-29	Access to events by location
DCIQINV-E-30	Access to events by service
DCIQINV-E-33	Investigation tools - Events which have no start time or end time are still displayed on the time person grid

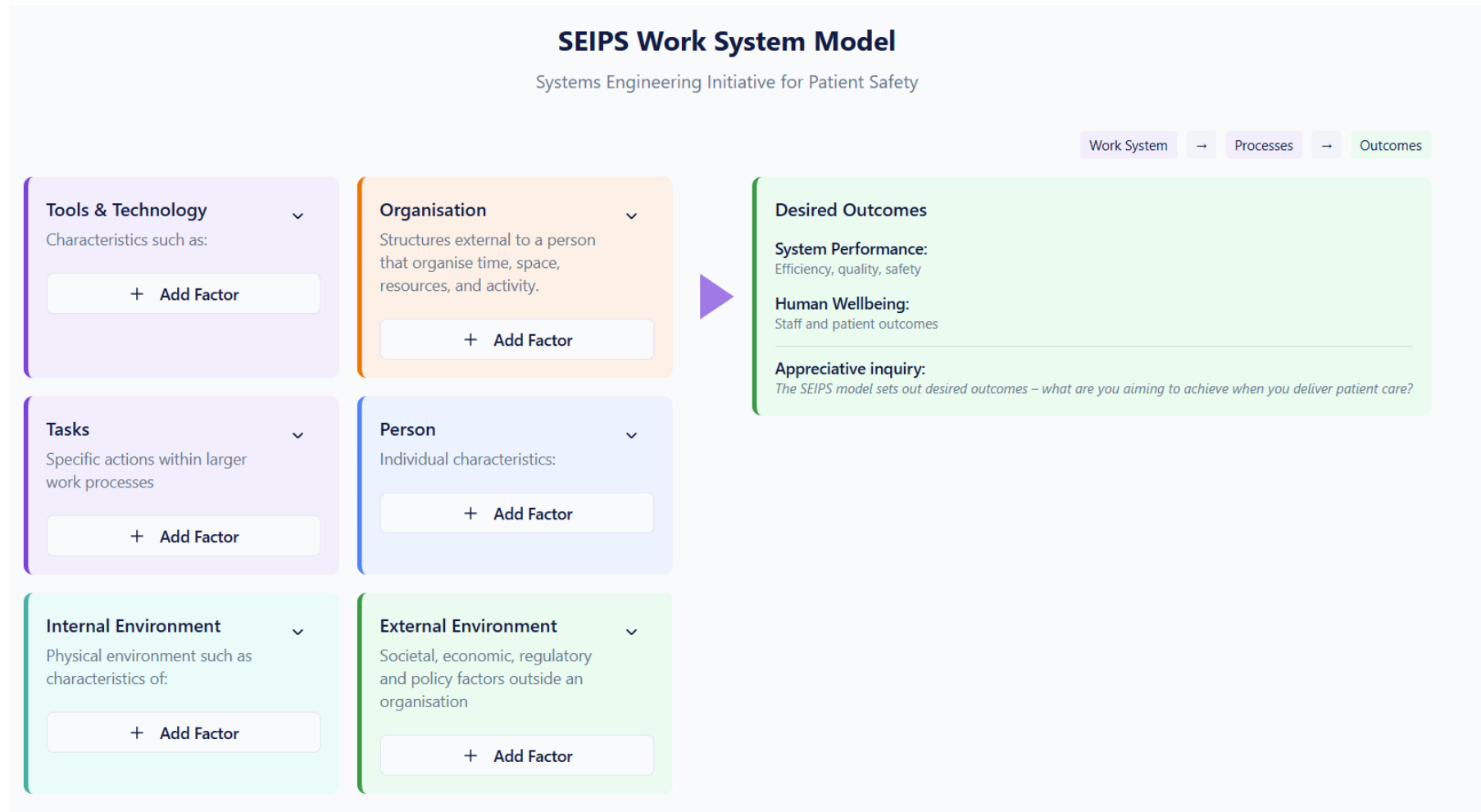
Investigations: R1 features

Master feature reference #	Master feature name
DCIQINV-E-36	UI - Allowing filtering of Investigations based on additional criteria
DCIQINV-E-40	Users available for manual role assignment in Investigations, Recommendations, and Controls, can be limited to only those matching the user's location or service
DCIQGEN-E-291	Access - It is possible to specify which ACL groups a local admin can assign on a user or group basis
DCIQPLAT-E-256	Access to any Recommendations linked to an Investigation to which a user has access
DCIQREC-E-19	Access to any Controls linked to a Recommendation to which a user has access
DCIQGEN-E-405	Filtering for Investigations events
DCIQGEN-E-505	Access to all Investigation events
DCIQGEN-E-543	Access - Read only access to Investigations based on a user's location

Investigations: R2+ focus

- Incident reviewers can enter a rationale for Investigation
- Improved non-Capture audit log
- Improved non-Capture email audit
- SEIPS methodology tooling

Investigations: SEIPS



Investigations: SEIPS

Total Contributory Factors

0

Total Recommendations

0

Recommendations

🔍 Search recommendations...

🔍 Search

+ Create

ID	Title	Linked Factors	Actions
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No recommendations yet. Create one to get started.

Per page

10 ▾

Showing 0 of 0



Customer Success

New Customer Success Model

- Previously, we have engaged with customers separately across Workforce, Risk and other RLDatix products leveraged across the NHS
- We are moving to a model of a single Customer Success Manager, responsible for the relationship
- Each CSM is supported by subject matter experts across the team and wider business
- This integration will provide enhanced insight into overall customer health and value delivery.



Customer Success

Key Objectives



Strengthen Long-term Partnerships

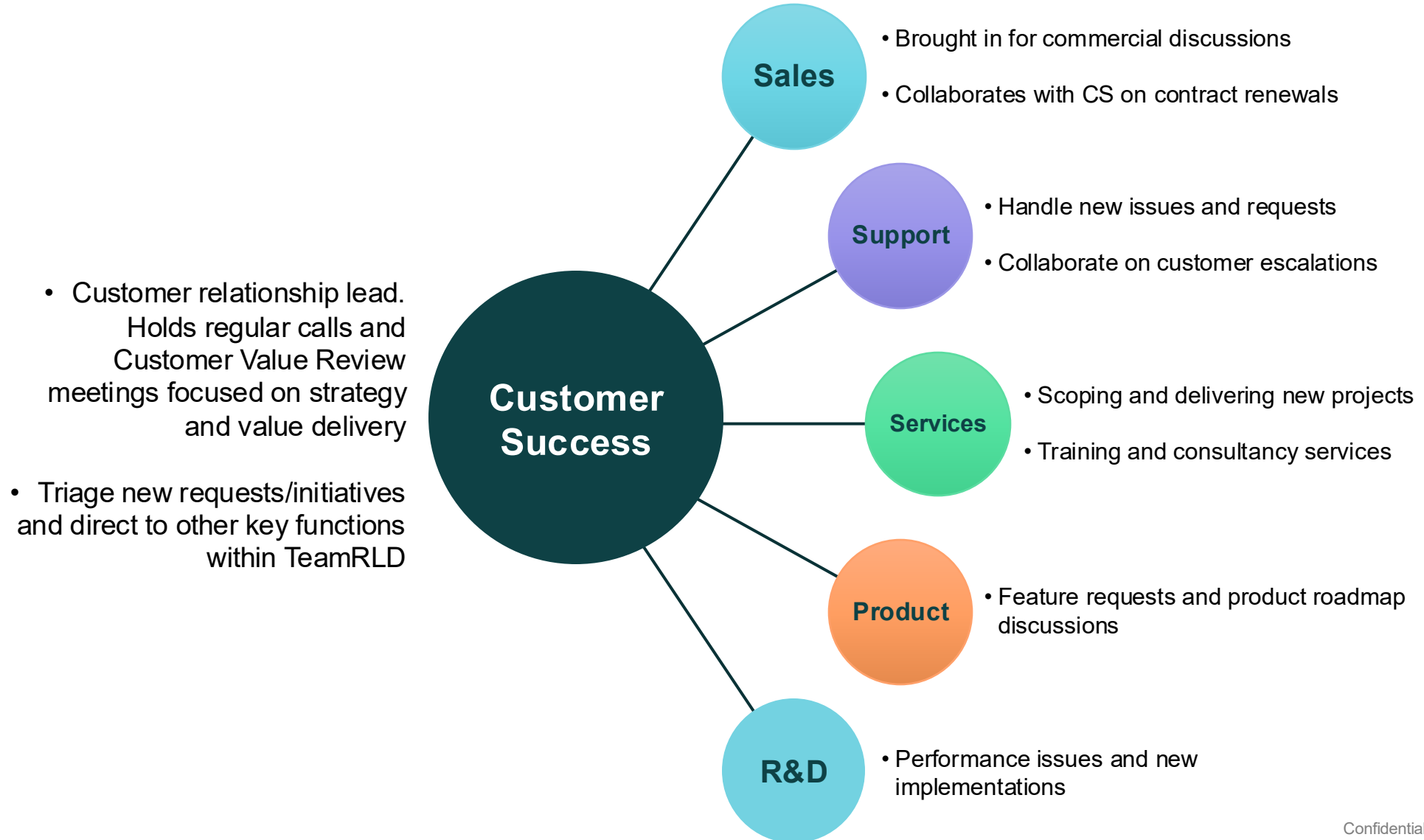


Drive Return on Investment



Increase Customer Satisfaction

The Role of Customer Success





Support

New Customer Support Director



Neil Ferguson

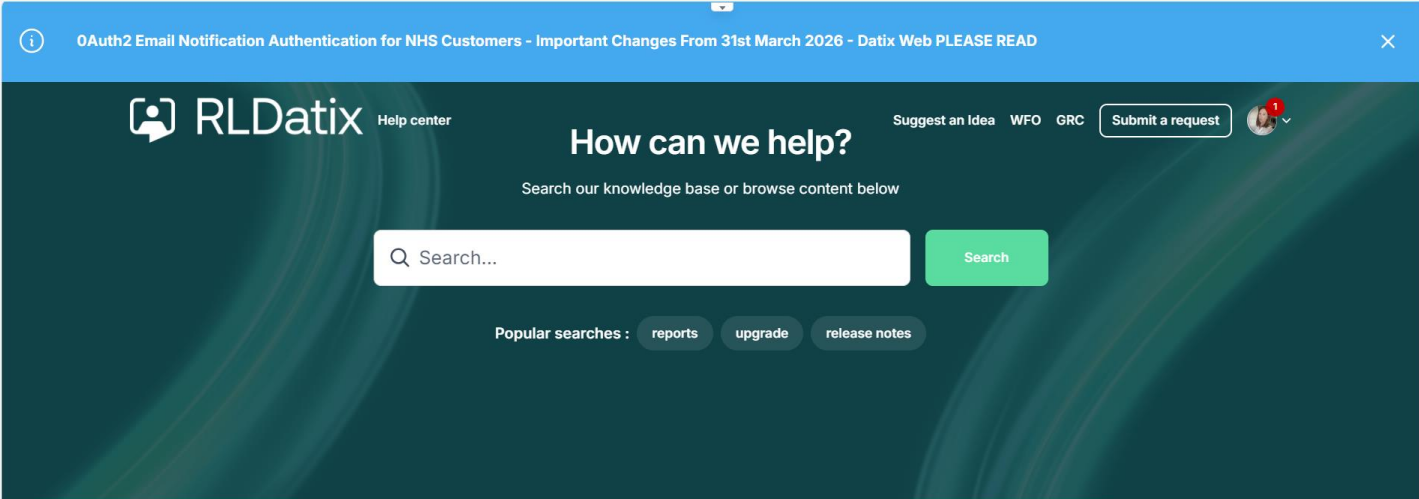
Customer Support Director
Neil.Ferguson@rldatix.com

Customer Portal Theme Upgrade

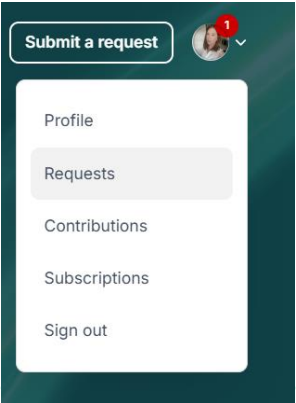
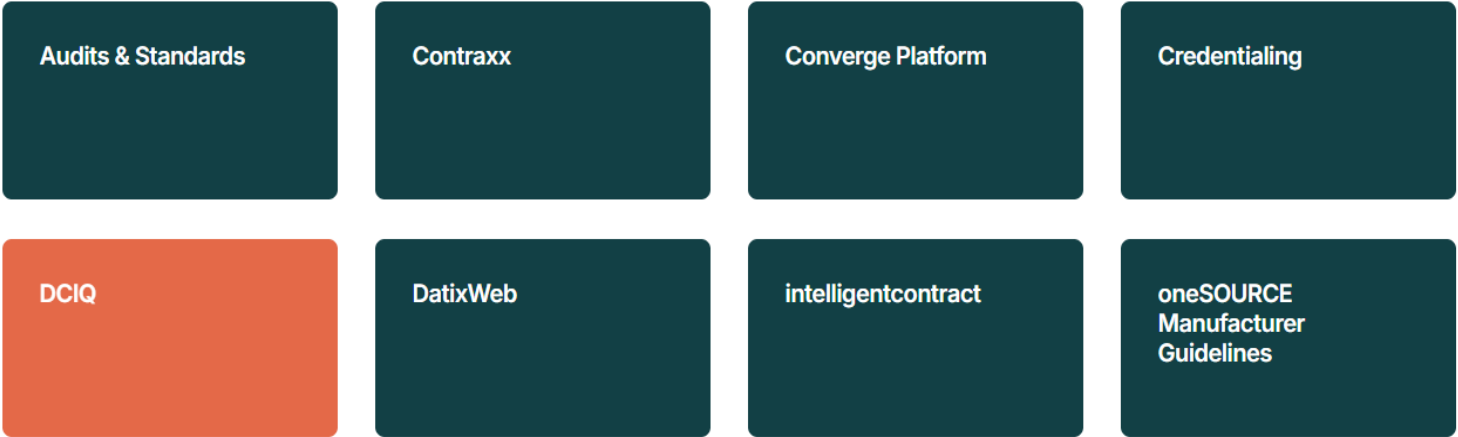
New Customer Portal theme has been implemented. Users can now browse the Knowledge Base by Product, making it easier and quicker to find relevant information.

Handy Tip:

To view current tickets with support you need to click on your profile icon and then Requests.



Browse our knowledge base



Customer Portal Theme Upgrade

A major enhancement has been added to the Customer Portal. You can now view the development status for your open cases that are logged with the Development.

What does this mean for you?

- Improved Visibility of the development lifecycle for your cases
- Easier tracking of progress

How to view the Development Status

1. Open your support ticket
2. Scroll down the page
3. On the right-hand side tool bar, you will see:
 1. Development ID
 2. Development Status
 3. Development scheduled for Release

What is the impact of this request?

Significant: A large number of users are affected and are acutely disadvantaged in some way.

What is the urgency of this request?

High: Work that cannot be completed by users is highly time sensitive.

Development ID

205961

Development Status

This issue has completed development, successfully passed quality assurance, and has been confirmed for inclusion in an upcoming release. Updates will be provided as the issue progresses through the Development lifecycle.

Development Scheduled for Release

DCIQ.2026.R1

Support Operations Key Initiatives

Reintroduction of Proactive Outreach - As part of our ongoing commitment to improving the customer support experience, we are proactively reaching out to customer with open support cases to arrange a one-off review call.

Purpose of the call

- Review current Support Cases
- Confirm Priorities
- Identify opportunities to progress escalate, or close tickets that are no longer causing issues.

Positive Early Feedback

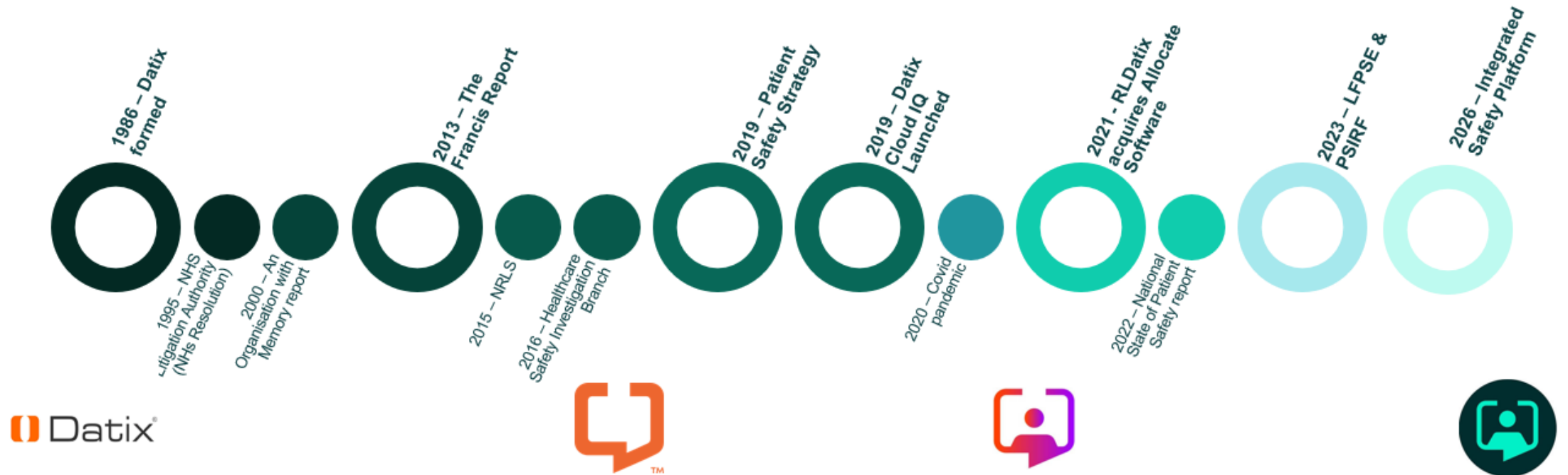
This initiative has already received positive feedback following the first round of review meetings, with customers valuing the clarity and momentum it provided



RLDatix

Solutions

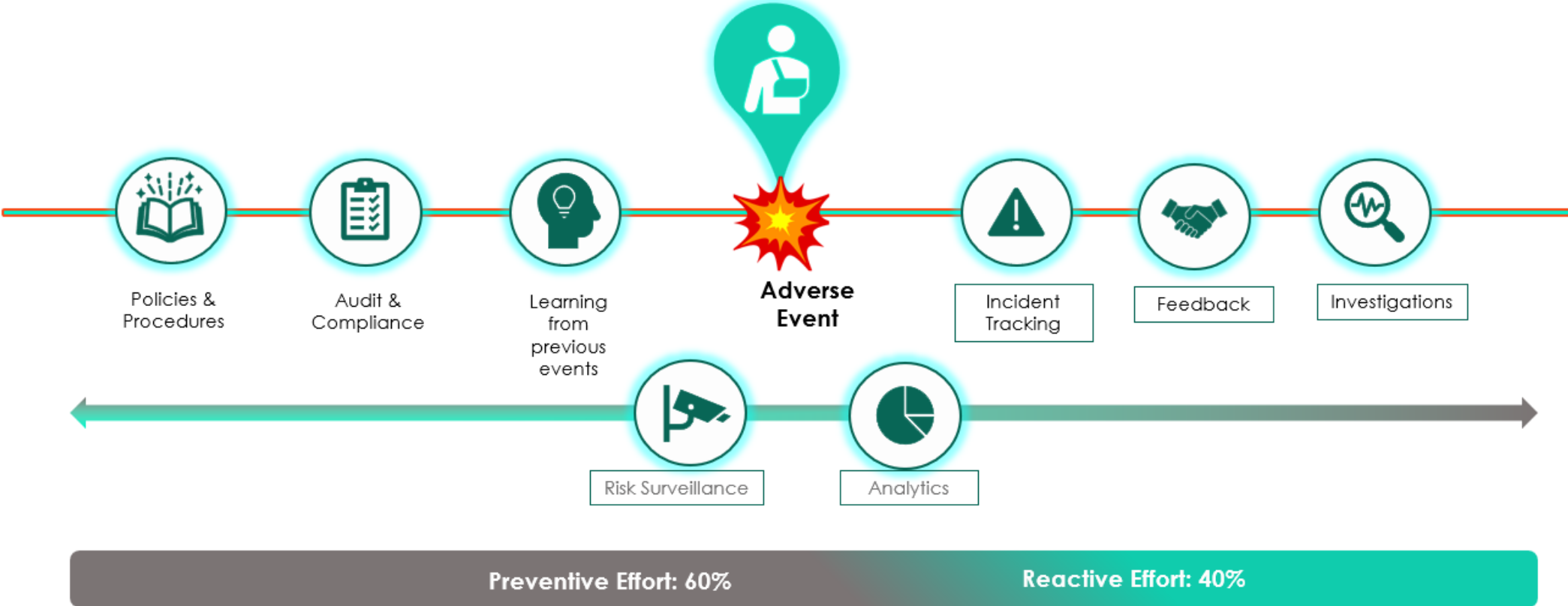
Who are RLDatix in the Safety World Today?



Integrated Safety Platform



RLD Approach: A Single View of Risk, Safety & Compliance

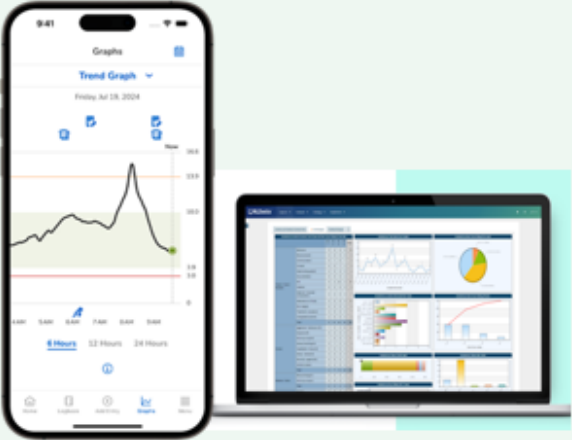


Insights for Oversight & targeted action – 3 tiers

Dashboards, trend analysis tools and board-level reporting provide a clear view of patient safety performance, emerging risks and areas needing attention, supporting informed operational and strategic decision making

For Operational Control: System Reporting

Easily accessible for administrators and specialists



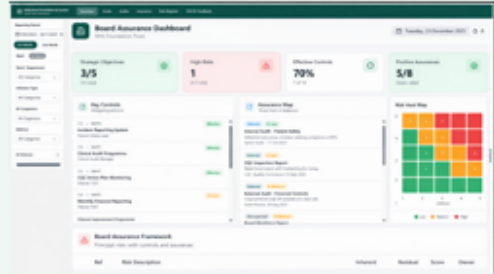
For Organisational Knowledge: Data Hub – BI Plug & Play

Full access of data for Business Intelligence and Data Analysts Team

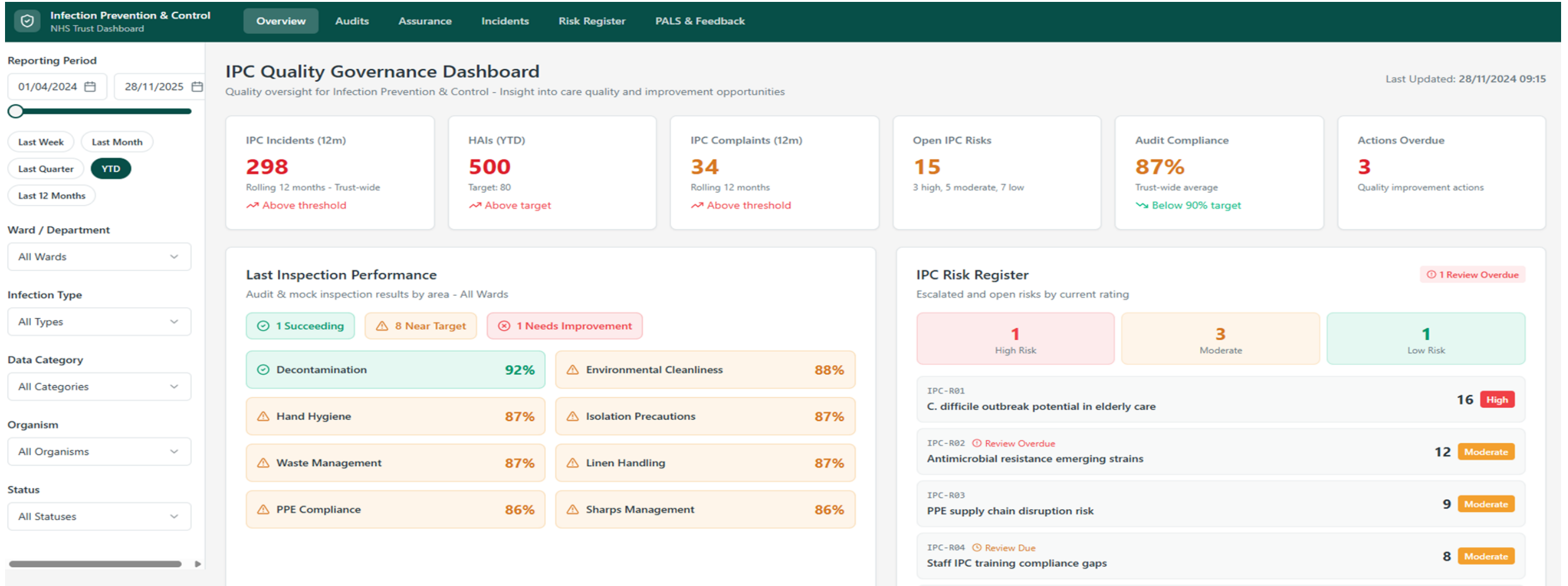


For Assurance & Oversight: RLD Intelligence

Pre-curated dashboards enabling single truth assurance and oversight



Example Dashboards



Indications Prevention & Control
NHS Foundation Trust

Overview Audits Assurance Risk Register PRAs & Feedback

Reporting Period: 100/2025 - 28/11/2025

Ward / Department: All Categories

Infection Type: All Categories

All Corporations: All Organisms

Aditines: All Categories

All Statuses

Board Assurance Dashboard

NHS Foundation Trust

Tuesday, 23 December 2025

Strategic Objectives

3/5

On track

High Risks

1

of 7 total

Effective Controls

70%

7 of 10

Positive Assurances

5/8

Green rated

Key Controls

Mitigating actions

- CIS — BAF3
Incident Reporting System
Patient Safety Lead Effective
- CIS — BAF1
Clinical Audit Programme
Clinical Audit Manager Effective
- CIS — BAF1
CQC Action Plan Monitoring
Deputy CQO Effective
- CIS — BAF2
Monthly Financial Reporting
Deputy CGO Partial
- Citenaal Improvement Programme

Assurance Map

Trees tree of evidence

- Internal — Low
Internal Audit - Patient Safety
Safeacted amureuse, imrcivser resereng compliance at 85%.
Senior Audit - 11 Oct 2025
- External — Low
CQC Inspection Report
Rated Good overall with Outstanding for Caring.
CQC Quality Commission 15 Sept 2025
- External — Medium
External Audit - Financial Controls
Original fence audd Qif eorpoted ann cleen tsak.
Greet Finance. 29 Aug 2025
- Manapemed — Medium
Board Workforce Report

Risk Heat Map

Legend: Low (Green), Medium (Yellow), High (Red)

Board Assurance Framework

Principal risks with controls and assurances

Ref	Risk Description	Inherent	Residual	Score	Owner
S01	Deliver Outstanding Patient Care <small>Clinical Standards</small>				
	Refines Cofilee incidence				
	Comraty kespreadalities onlie: 163 ancltencr residence				

mer Desoprte

Future Planning - Organisation Appetite?

Executive & Board Ownership

Engaged and committed to improving patient outcomes

Regulation & Assurance

Desire for continuous inspection readiness

Evidence-based assurance

Appetite for Integrated Insight

Interest in themes, trends, and emerging risks rather than static reports to look at



Learning, Improvement & Prevention Mindset

The organisation is ready to move from reactive to proactive safety management to lead to measurable improvement

Governance Foundations

Existing well embedded governance procedures and pathways within the central governance team and wider committees however the Organisation is looking to strengthen and connect this further

Culture

“Safety is everyone’s responsibility”

Committed to learning and improvement to support a proactive culture to risk

Digital & Change Readiness

Comfortable with cloud-based platforms and standardised processes

Acknowledgement that process and behavior change may be required

Capacity identified for successful adoption

Customer References & Case Studies





Patient Safety Check-In

LFPSE Current Position

DCIQ 2026.R1

LFPSE V5
Taxonomy remains
fully supported
within DCIQ and
is compliant

All CQC statutory
notification
requirements
continue to be met

Our priority is to
ensure that the
move to V6 is stable,
compliant, and
seamless

**Estimated
July 2026
Release**

PSIRF & DCIQ

The PSIRF fields are available in DCIQ on the INC2 (Design Forms)

The PSIRF fields do not yet have API Capability

'Which Incident framework are you reporting under?'
Can be defaulted in form design

The PSIRF section can be made read only, and can appear in its own new panel

We understand each Organisation has its own PSIRP, which can be added in form design

LFPSE: The Difference Between a Warning & an Error

LFPSE Submission Date (UTC)	Status	Event Type
2026-03-30T15:09:15.45Z	Accepted with Warnings	Incident
2025-12-17T16:52:48.72Z	Not Accepted	Incident
2025-10-21T08:44:09.454Z	Accepted with Warnings	Good Care
2025-10-21T08:41:54.918Z	Accepted with Warnings	Good Care
2025-10-21T08:06:38.31Z	Accepted with Warnings	Risk
2025-10-21T08:03:56.989Z	Accepted with Warnings	Risk
2025-05-09T14:05:58.049Z	Accepted with Warnings	Incident

Accepted with Warnings

- Prompt to review submission data
- Non-mandatory fields can generate warnings
- Not URGENT priority (unless we see 'organisation not included in submission')

Not Accepted

- Error
- High priority as this means the record is not visible on LFPSE at all

Common Errors & Troubleshooting

Error	Fix
"A value for 'PhysicalHarm' is required for Incident submissions" OR FhirOperationException: A value for 'PhysicalHarm' on Contained.Patient.patient-details is required for Incident submissions	Complete the LFPSE Harm fields
"The extension 'adverseevent-agent' is required for Incident submissions" / "A value for 'InvolvedAgents' on extension 'adverse-eventagent' is required for Incident submissions"	When submitting an incident, it is mandatory to complete the question "Which things were involved in what went wrong?"
Submission must contain PSIRFResponse to include other PSIRF governance questions under the extension 'adverse-event-psirf'	Please be aware that no PSIRF fields will trigger unless 'is there a national or regulatory requirement to conduct an investigation in response to this event?' is populated with 'yes'.

Common Warnings & Troubleshooting

Error	Fix
"Organisation is not included in submission"	ODS MAPPING, including the external reporting field
"ReporterOrganisation not included in submission"	ODS MAPPING, your own internal location field
"AgeAtTimeOfIncidentDays was not included in the submission"	The age is calculated from Incident Date and the Date of Birth of the patient. Check that the Date of Birth is completed against the person affected for the incident.
"AgentsInvolved indicates people's actions were involved in this submission but no people action details were found"	If LFPSE field "Which things were involved in what went wrong?" is answered as "None of the above" a new section will appear LFPSE – Involved Persons.


DCIQ Patient Safety Workshop



27th May 3:00-5:00pm, Virtual

Hosted in Collaboration with NHSE

- Patient Safety Landscape
- National Direction
- Preparing for Taxonomy 6
- What does good look like?
- Open Discussion

A laptop computer is shown from a slightly elevated angle, with its screen displaying the registration link. The laptop is silver and has a black bezel around the screen. The background behind the laptop is a light teal color.

Register here: [DCIQ: Customer Success Patient Safety Workshop | Meeting-Join | Microsoft Teams](#)

Patient Safety Forum 2026: Snapshot

Creating a safer healthcare system by embedding patient safety in delivery

Ted Baker emphasised that the words we use shape patient safety culture. PSIRF is about curiosity and embracing complexity, build the right culture first, then the framework.

Tim James noted digital can reduce harm, but only if co-designed, inclusive, and well-regulated. It can just as easily increase cognitive load if not done right.

Professor Bole Owolabi CBE highlighted that many safety issues arise between care settings, worsened by poor system interoperability.

The panel agreed incident reporting is vital, but the focus must shift toward identifying and preventing risks before harm occurs.



Community Spotlight

North West Ambulance Service

Strengthening Governance & Patient Safety at NWAS through Data



NHS
**North West
Ambulance Service**
NHS Trust

User-centred DCIQ configuration aligned to real operational workflows

How: intuitive form design developed by partnering with designated module leads

Real-time dashboards enabling active management, not passive reporting

How: Skillful use of saved queries and maximising reporting functionality in the capture toolkit

Improved data quality driving clearer insight and targeted action

Parallel reviews reducing delays and shortening time to learning

Strong board-level assurance

Faster complaints handling with no backlog and improved patient experience

Teams empowered to see issues earlier and act sooner

Would you like to take part in a RLDatix Customer Success Story?

We want to shout about the fantastic work you are doing to improve Patient Safety outcomes

Contact hannah.dalziel@rldatix.com

Connected Health & Care Summit 2026

9th -10th July 2026

International Way,
Telford, Shropshire,
TF3 4JH

Interested in sharing your story? We are looking for presenters to discuss:

- Real-world stories
- Top tips & tricks using DCIQ
- Tangible outcomes and lessons learned
- How RLDatix supports operational or strategic goals

[Home - Connected Health & Care Summit 2026 | UK&I](#)





Actions Masterclass

Module Overview

Purpose

- Time bound assigned tasks, linked to records
- Responsibilities are clearly assigned
- Progress is tracked and evidenced
- Nothing is missed
- Actions provide a real time tracking system

Benefits

- Improves accountability and ownership
- Supports regulatory compliance
- Enhances patient safety and quality improvement
- Cross-system traceability

Key Components

- Action Plans allow for consistency and process to be followed
- Actions can be assigned to individual users, or teams
- Owners of actions can receive notifications

Customer Success Best Practice

Monitor deadlines

Use Progress Notes

Ensure there is a place for users to capture reasoning for missing any deadlines

Once the task is finished, add the final outcome, supporting evidence and mark the status complete, closing the loop

Understand context by reviewing the linked record to support users in fully addressing the issue

Use reports and dashboards, highlighting overdue Actions in the Capture Toolkit

Action Plans: From Individual Actions to Consistency

Actions

ID ↕	Title ↕	Priority ↕	Action Type ↕	Start Date ↕	Due Date ↕	Has Attachments ↕	Assigned By	Assigned To	Status ↕	Completed ↕
	Test	Medium	Root Cause Analysis	01/02/2027	28/11/2027		Mike Higgins	Mike Higgins	Active	

...

◀ Back to Admin

New Action Plan

Permissions

Action plans are pre defined sets of actions configured at Admin level

- Used for recurring scenarios
- Promote consistency & standardisation
- Reduce reliance on individual judgement

* Available Module

Events

Select an Option

Claims

Control

ERM - Risk

Feedback

Events

Investigation

Mortality Review

Recommendation

Reportable Incident Briefs

Safety Alert

Safety Learning

Safety Round

Redress

Safeguarding

Action Plan Administration

Creating an Action Plan Template

Viewing an Action Plan Template

Editing an Action Plan Template

Deleting an Action Plan Template

Workflow Example

1. Incident logged (for example, patient fall)
2. Investigation finds improvements are needed, Risk logged
3. Action created: 'review falls risk assessment process'
4. Assigned to ward manager
5. Due in 2 weeks
6. Progress updated
7. Completed and reviewed
8. Closed with evidence

Action

* Required fields

Action type

Investigation

* Title

Review falls risk assessment process

Description

Review the current falls risk assessment process following this incident to confirm it was completed appropriately and remains fit for purpose. Identify any gaps, inconsistencies, or opportunities for improvement, and update local guidance, documentation, or practice if required. Record outcomes and any changes made.

Incidents

Datix Incident Form - LFPSE test

Actions				
ID	Status	Module	Title	Start Date
46	Active	Incidents	Review falls risk assessment process	27/04/2026

Progress Notes

17:03 on 27/04/2026 by Hannah Dalziel

Reviewed the patient's falls risk assessment and care plan following the incident. Assessment had been completed appropriately but did not fully account for recent mobility changes. Care plan has been updated to reflect increased supervision and physiotherapy input. Ward team briefed.

Resources

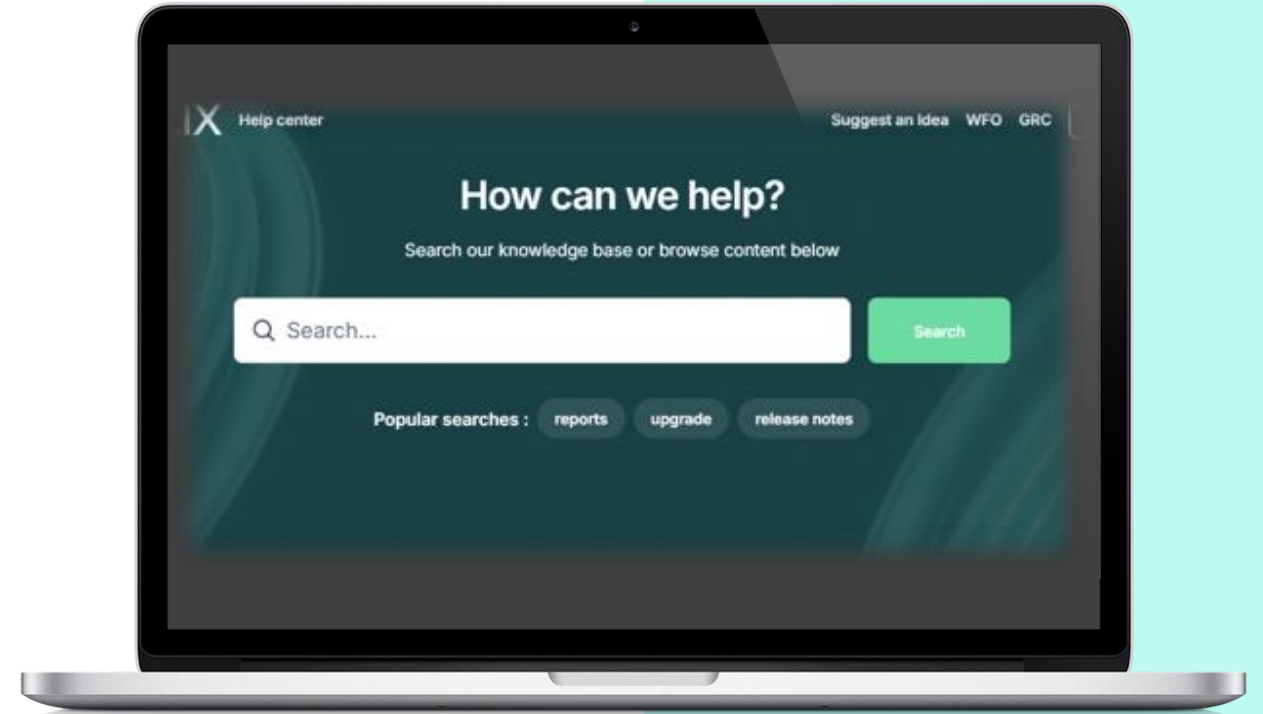
[2026 Risk User Groups | Resource Hub](#)

[LFPSE User Guides – Governance, Risk & Compliance](#)

[Download The DCIQ - Actions PDF – Governance, Risk & Compliance](#)

[Working with Action Records – Governance, Risk & Compliance](#)

[Adding an Investigation Action Plan – Governance, Risk & Compliance](#)



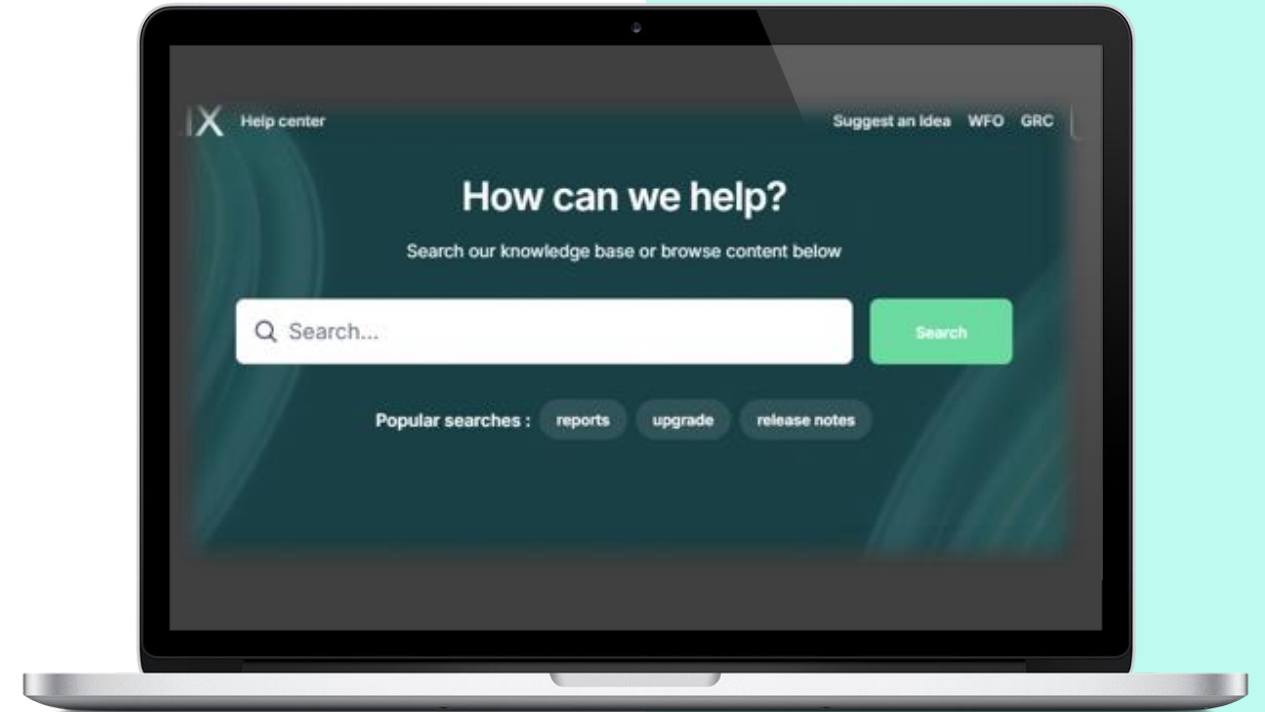
Catch Up on the Latest Release Content

2026.R1 Videos are being posted soon!

[DCIQ 2025.R4 New Feature Help Videos – Governance, Risk & Compliance](#)

[DCIQ.2025.R3 New Feature Help Videos – Governance, Risk & Compliance](#)

[DCIQ.2025.R2 New Feature Help Videos – Governance, Risk & Compliance](#)





Q&A

Open Discussion