



# **DatixWeb: OAuth2 and 14.5 Webinar**

GRC UK Customer Success x Product  
Management

# Agenda

**1.** Welcome and Introduction –  
Complying with V6

**2.** DatixWeb 14.5 Feature  
Review

**3.** LFPSE – RLDatix Customer  
Success Current Position

**4.** OAuth2 – Update on  
Timeframe

**5.** Noticeboard

**6.** Q&A & Open Discussion

# Welcome to our first-ever GRC UK Customer Success Led Webinar

Hosted by Hannah Dalziel, Olga Chalupczak and Jodie Conlon



# **Welcome back Jodie!**

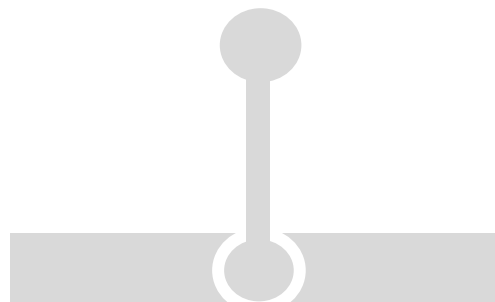
# V14.5 Timeline

V14.5 is LFPSE V6 Taxonomy Compliant

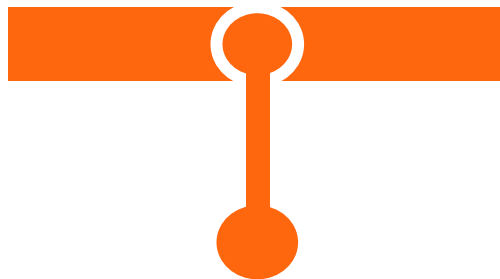
NHSE LFPSE  
Compliance Testing



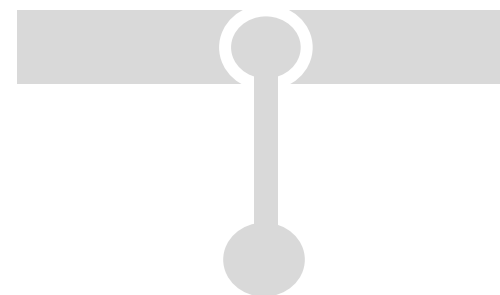
Final Adjustments



Early Adopter  
Testing



General Availability  
(*early August*)



# 14.5: Feature Review



# Transitioning to V6 LFPSE Taxonomy

Once the system is upgraded to V14.5, the version 6 taxonomy will be visible.

| UAT                |   |
|--------------------|---|
| PSIMS_API_BASE_URL | <a href="https://psims-api-net-uat.azurefd.net">https://psims-api-net-uat.azurefd.net</a>   |
| PSIMS_API_FHIR_URL | <a href="https://developer.learn-from-patient-safety-events.nhs.uk">https://developer.learn-from-patient-safety-events.nhs.uk</a> |

| Production         |   |
|--------------------|---|
| PSIMS_API_BASE_URL | <a href="https://developer.learn-from-patient-safety-events.nhs.uk">https://developer.learn-from-patient-safety-events.nhs.uk</a> |
| PSIMS_API_FHIR_URL | <a href="https://developer.learn-from-patient-safety-events.nhs.uk">https://developer.learn-from-patient-safety-events.nhs.uk</a> |



# LFPSE V6 Taxonomy Changes

## Questions

- 11 new questions
- 5 questions that were not user facing have been removed
- 1 user facing question has been removed
- 33 questions have had a label change

## Codes

- 22 questions have had their code list modified (new code or label change)

## Guidance Text

- 19 guidance texts have been updated

## Other Changes

- "Adverse Governance" section applicable only for incident submission

## Table of Contents

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# New LFPSE Questions

## New LFPSE Questions:

1. Or specify other Organisation (*triggered when you select 'other' to 'under which organisations care did the event occur?'*)
2. Please specify other Location (*triggered when you select 'other' to where did the incident happen?'*)
3. Which stage or process of care delivery was being undertaken at the time of the event?
4. (Contacts) Is the patient's gender identity the same as the sex they were registered with at birth?
5. (Contacts) What is the patient's gender
6. Did People's activities differ from what was expected or intended?
7. What kind of IT system or software was involved in what went wrong?
8. Who manufactured the IT system or software?
9. What was the version number of the IT system or software?
10. If you have already reported this issue directly to the IT system or software supplier, please include any reference numbers here
11. What was the serial number of the device?



# Compliance Changes

## Involved Persons Changes

Which things were involved in what went wrong? > none of the above > LFPSE involved persons section is triggered, one key change here is if you select 'no' to 'did people's activities differ from what was expected or unintended' > no further questions appear

**LFPSE - Involved Persons**

Did people's activities differ from what was expected or intended?

**LFPSE - Involved Persons**

Did people's activities differ from what was expected or intended? Yes

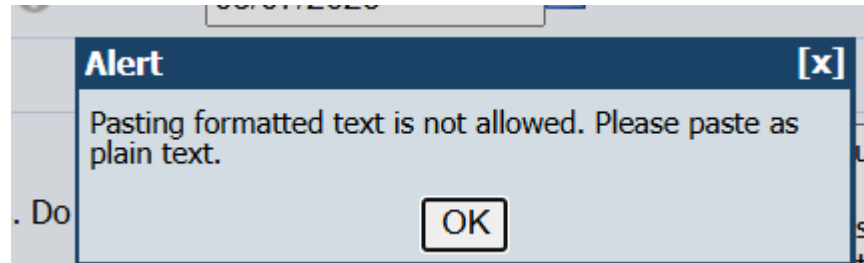
Which people's activities differed from what was expected or intended?

How did activity differ from what was expected or intended?



# Compliance Changes

1. HTML is no longer allowed in pasted text for LFPSE Submissions, if this is included you will not be able to save the event until the text is removed.



2. Email address prompt for MHRA follow up has been removed
3. Event date cannot be set earlier than 1/1/1948



# Auto-Population Enhancements

**Auto-population now allowed for additional questions:**

1. Were patients involved in this event?
2. What kind of event do you want to record?
3. Is the patient's gender identity the same as the sex they were registered with at birth?
4. What is the patient's gender?

|  |                                       |
|--|---------------------------------------|
| Non LFPSE Field  | Incident affecting                    |
| Non LFPSE Field value  | Patient Incidents                     |
| LFPSE Field  | Were patients involved in this event? |
| LFPSE Field value to populate  | Yes                                   |
| Active?  | Y                                     |
| <input type="button" value="Save record"/> <input type="button" value="Cancel"/> |                                       |

|                               |   |
|-------------------------------|---|
| Non LFPSE Field               | (none)  |
| Non LFPSE Field value         | (none)  |
| LFPSE Field                   | (none)  |
| LFPSE Field value to populate | (none)  |
| Active?                       | Is the patient's gender identity the same as the sex they were registered with at birth?<br>What is the patient's gender?<br>What is the patient's self-identified ethnicity? |



# PSIRF questions will now be submitted to LFPSE

PSIRF Section on DatixWeb DIF2 as of 14.5 has **API Capabilities**

**The entire section can be hidden if you have different DIF2's for reviewers**

**Users can now default** 'what incident framework is your Organisation reporting under?' *if a user has saved and submitted records with the PSIRF section completed, DatixWeb will not allow users to change the default value to SIF*

Any historical records from when we introduced the PSIRF fields in version 14.3.6 which are populated will **not** automatically submit to LFPSE upon upgrading to 14.5, the relevant event would need to be accessed and then resaved following upgrading to 14.5 to ensure the data submits to LFPSE

## **LFPSE Bug:**

Currently, NHS allows successful submission of the PSIRF fields only when users complete any of the questions in the "Adverse Event Governance" section. Otherwise, it rejects the submissions with the following error: "NullReferenceException: Object reference not set to an instance of an object."



# Ability to Submit to LFPSE Using Child (5 letter) ODS Code

## Ability to Submit to LFPSE Using Child (5 letter) ODS Code

ICBs and regional teams can view new patient safety event data through LFPSE. NHSE has mapped NHS healthcare providers to their corresponding ICB's through ODS Codes.

- Some healthcare providers operate across multiple ICB's, being able to submit to LFPSE under a 5 letter ODS code would allow multiple ICB's to have visibility of the healthcare providers LFPSE submissions
- Default option in DatixWeb is 3 letter code

| KO41 mapping options   |                                  |
|--|----------------------------------|
| Select field for 'Service area' mapping for the KO41 report. | Directorate admitted             |
| Select field for ODS mapping for the KO41 report.            | Trust                            |
| Select the reporting level for LFPSE                         | Send 3-letter ODS codes to LFPSE |
|  | Send 3-letter ODS codes to LFPSE |
|  | Send 5-letter ODS codes to LFPSE |



# Withdrawing Records From LFPSE in DatixWeb

- Withdraw button on the DIF2 in LFPSE Reference Section
- Appears by default for Admins but Access can be given on User Account level AND Profile level
- Withdrawn events will have status 'Withdrawn' visible on LFPSE Management Page

## Resubmission

- This turns to resubmit upon withdrawal of the record – *if a record is withdrawn, the ONLY way to get the record to resubmit to LFPSE in DatixWeb is to use the resubmit button*
- Withdrawing and then resubmitting will result in a new LFPSE reference number being assigned to the event

|  |            |
|--|------------|
| LFPSE Status                               | Accepted v |
| LFPSE reference number                     | 146965102  |
| <button>Withdraw LFPSE Submission</button> |            |

|                                     |
|-------------------------------------|
| Allow user to delete LFPSE records? |
|-------------------------------------|

|                        |           |          |
|------------------------|-----------|----------|
| Accepted with Warnings | Good Care | 2025-02- |
| Withdrawn from LFPSE   | Incident  | 2024-10- |
| Withdrawn from LFPSE   | Incident  | 2024-10- |
| Not Accepted           | Incident  | 2024-10- |
| Accepted with Warnings | Incident  | 2024-09- |



# Withdrawing Records From LFPSE in DatixWeb

## Auditing & Reporting

- Function auditable > in both audit on the event AND full audit in Admin
- Withdrawals can be added to Saved Queries
- Withdrawals can also be reported on and added to dashboards
- You can add an extra field to capture Reason for Deletion if this is something that would help your Organisation.

Event Submission Date (yyyy/mm/dd) : 16/07/2025 17:11:36 Withdrawn from LFPSE

[Resubmit to LFPSE](#)

if record withdrawn from LFPSE, please specify reason for deletion here

abc

| LFPSE Test Withdrawal Data 3 |                    |               |                      |                       |                        |   | Record count: 1  |
|------------------------------|--------------------|---------------|----------------------|-----------------------|------------------------|---|--|
| ID                           | Incident affecting | Incident date | LFPSE Status         | LFPSE Submission date | LFPSE reference number | LFPSE status/warnings   | if record withdrawn from LFPSE, please specify reason for del... |
| 1378                         |                    | 22/07/2024    | Withdrawn from LFPSE | 01/07/2025            |                        | The event, 'c9634794-caf1-402d-8f4e-2ee8323c6d17' has been deleted from the LFPSE database. |  |
| End of report                |                    |               |                      |                       |                        |   |  |





# **LFPSE: RLDatix Customer Success Current Position**

# LFPSE: Our Current Position: what is Customer Success doing to support you?

Assisting DatixWeb Organisations with becoming Version 6 Taxonomy Compliant



Weekly Meetings with NHSE to channel feedback directly



Customer Success Monitored Inboxes



1:1 Sessions – Go Live, Troubleshooting, Optimising



Videos and User Guides focusing on the how and the why



# Customer Success: Current Hot LFPSE Topics

**‘Organisation not included in Submission’:**

This warning message means the event is NOT associated with your Organisation on LFPSE and can cause data discrepancies with DatixWeb and LFPSE.

The only way to address this is to **review your ODS mapping** to ensure all is mapped as expected and then navigate to the affected event once the mapping is in place.

You will then need to update an LFPSE field and resave the event to push it back through the API > you can then review the LFPSE Management Page to ensure this record is now accepted

| Time           | Status       | Incident | Time                       |
|----------------|--------------|----------|----------------------------|
| 5 12:02:20.000 | Not Accepted |          | 00:00:00.000               |
| 8 08:24:06.000 |              |          | 2025-07-08<br>00:00:00.000 |
| 7 09:53:05.000 |              |          | 2025-07-07<br>00:00:00.000 |
| 6 17:11:36.000 |              |          | 2025-07-07<br>00:00:00.000 |
| 7 09:38:12.000 |              |          | 2025-07-07<br>00:00:00.000 |

- 1. Admin > Set Up ODS Codes > Are your 3 and 5 letter codes entered correctly?
- 2. Use DatixWeb Config > Complaints > KO41 Mapping Options to identify your location field used for mapping
- 3. Navigate to the location field in Admin > Code Setups > are there values in the KO41(ODS) Column?

**Set up ODS three-letter codes**

Set up ODS five-letter codes

Back to admin

Listing records 1 - 4

| Code  | Description               |
|---|---------------------------|
| <input type="text"/> <input type="button" value="Ck"/> <input type="text"/> <input type="button" value="Clear search"/> |                           |
| DTX   | Datix organisation        |
| XYZ   | RLDatix Hospital          |
| Z44   | RLDatix External Hospital |
| Z45   | University Hospital       |

LFPSE Warning "Organisation is not included in the submission" – Governance, Risk & Compliance

ODS Data Search and Export

**Code setups - Trust**

Back to admin

Listing records 1 - 8

| Code  | Description       | ODS Mapping (KO41) | Order | Active? |
|---|-------------------|--------------------|-------|---------|
| <input type="text"/> <input type="button" value="Ck"/> <input type="text"/> <input type="button" value="Clear search"/> |                   |                    |       |         |
| TCLOC   | TC Trust          | Z45                |       | Y       |
| TEST  | TEST TRUST JENNIE | Z4412              |       | Y       |

# Customer Success: Current Hot LFPSE Topics

## Reporting Externally Occurring Events to LFPSE in DatixWeb

1. Did the event occur whilst the patient was under your Organisations care?
2. Under which Organisations care did the event occur? **This field MUST be mapped back to ODS Codes in Code Setups > Code = ODS Code**

We introduced these fields in 14.3.6 DatixWeb.

### NHSE Guidance:

How you record external events is up to you and your surrounding organisations.

You can record them into your LRMS and assign them to the external organisation (and inform the external organisation of the identifiers), **or**

Record them locally using “Did the event occur while the patient was under your organisation’s care?”

=‘Unknown’ and share the case with the external organisation for them to record into LFPSE under their own organisation (*this may result in warning messages*)

If you would like to report events for external organisations, please ensure the LFPSE external reporting question 'under which Organisations care did the event occur?' is coded, and the values mapped to ODS Codes.

|  |                             |                                    |
|--|-----------------------------|------------------------------------|
| Did the event occur whilst the patient was under your organisation's care? | Order: <input type="text"/> | Advanced? <input type="checkbox"/> |
| Under which organisation's care did the event occur?                       | Order: <input type="text"/> | Advanced? <input type="checkbox"/> |



# **Future Roadmap**

Preliminary release date is October

## New features

- The option to hide non-mandatory fields moved into LFPSE section
- LFPSE resubmitted when LFPSE contact is saved
- Additional PHP templated to accommodate Good Care reporting
- Ability to add extra text for LFPSE questions
- Improving manage dashboard ownership (introduce multiple dashboard owners)
- Redesign of the LFPSE Management Pagination
- Remove external reporting for Risk events



# **Microsoft Exchange Online Modern Authentication (OAuth2)**



# OAuth2: Microsoft Email Deprecation

Deadline has been extended

**Microsoft has extended the deadline for disabling Basic Authentication in Exchange Online to [March 2026](#).**

## NHSMail Customers

We're also working closely with early adopters to understand the steps required to set up Modern Authentication. Once our Early Adopter Programme concludes, we'll publish a step-by-step guide on the Guidance Centre.



# Noticeboard

**Next round of Virtual User Groups:**

**Manchester:** Tuesday 9<sup>th</sup> September

**London:** Tuesday 23<sup>rd</sup> September

**Scotland x Northern Ireland:** Tuesday 30<sup>th</sup> September

**WE NEED YOU:** what would you like to discuss?

**Customer led sessions: we want to work with Organisations to deliver customer led sessions at our User Groups to empower our community and showcase your brilliant configuration that drives great data quality**

**Register here: [2025 Risk User Groups](#)**



# Noticeboard

## Connected Health and Care Summit 2025

- Working hard to make this our **biggest and best** Summit for DatixWeb and DCIQ Customers
- Reach out to [customersuccess@rldatix.com](mailto:customersuccess@rldatix.com) for your free ticket
- Click here to register: [Home - Connected Health & Care Summit 2025](#)

**As a DatixWeb Customer, what do you want to see this year?**

**Q&A**



[customersuccess@rldatix.com](mailto:customersuccess@rldatix.com)

[LFPSE@rldatix.com](mailto:LFPSE@rldatix.com)

# Resources

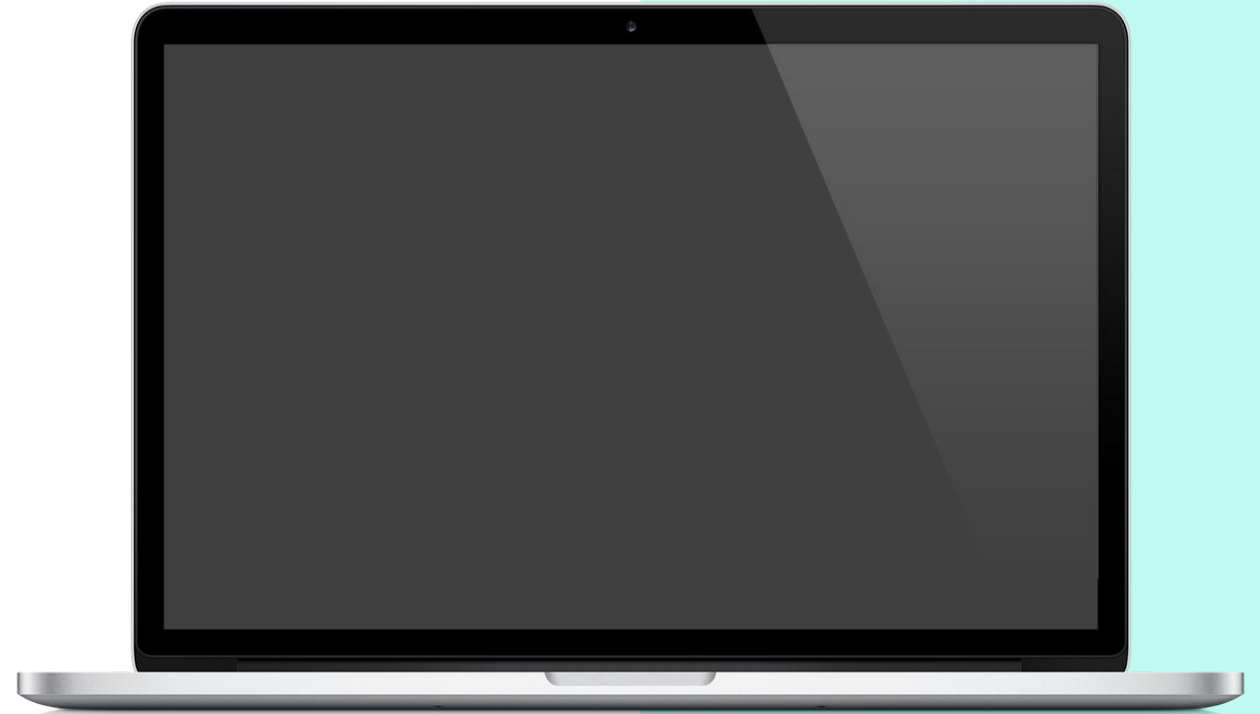
[LFPSE User Guides – Governance, Risk & Compliance](#)

[DatixWeb – Governance, Risk & Compliance](#)

[2025 Risk User Groups | Resource Hub](#)

[2025 Risk User Groups](#)

[Home - Connected Health & Care Summit 2025](#)





# Thank You