



DatixWeb: LFPSE Workshop

Customer Success

Agenda

1. Welcome & Objectives

2. Common Warnings/ Errors & Troubleshooting

3. External Reporting & Compliance

4. V6 Taxonomy

5. Notices & Resources

6. Open Discussion, Q&A and Knowledge Sharing

Welcome & Session Objectives

- To collaboratively explore familiar challenges, errors, and best practices when submitting to LFPSE.
- To create a space for shared learning, discussion, and troubleshooting.
- Learn practical fixes and recommended best practices to improve submission quality
- Provide an open forum for users to ask questions and share experiences.

 RLDatix

Webinar

NEW: DatixWeb LFPSE Workshops

Practical support for smoother
LFPSE submissions



Thursday 26th February



3:00pm GMT



Common Warnings/Errors & Troubleshooting

The Difference Between a Warning & an Error

LFPSE Submission Date

From To

Date	Status	Event
3.000	Not Accepted	Inci
5.000	Accepted	Inci
1.000	Accepted with Warnings	Inci
3.000	Not Accepted	Inci

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

LFPSE Troubleshooting Best Practice

Include LFPSE
Reference Section on
DIF2

Create LFPSE Listing
Reports to easily find
warnings and errors and
regularly review these
by adding to dashboard

**Be on a recent
version, 14.3.6 and
above!**

**Regularly review
submission data**

Utilise guidance and
support

Use both the LFPSE
DatixWeb Management
Page and the NHSE
LFPSE Database

LFPSE Reference Section

- Name and reference >
- LFPSE reference section >**
- LFPSE >
- LFPSE-PSIRF >
- Location >
- LFPSE - Adverse Event Governan >
- Medication >
- Investigation >
- People Affected >

- Print
- Show DIF1 values
- Audit trail

LFPSE reference section

LFPSE status/warnings

LFPSE Status

LFPSE reference number

LFPSE Submission date (dd/MM/yyyy)

[Withdraw LFPSE Submission](#)

if record withdrawn from LFPSE, please specify reason for deletion here

LFPSE Listing Reports

Listing report settings

Name:

Select fields to use on the report:

Subform: ▼

Action ta	Incidents
Action ta	Personal property
Address	LFPSE
Address	LFPSE reference section
Adverse	Library
Aggrava	Medications (Incidents)
Approva	Notepad (Incidents)
Batch/ Ic	
Brand n	
CE mark	
Categor	

Report fields:

- LFPSE Status
- LFPSE Submission date
- LFPSE reference number
- LFPSE status/warnings
- LFPSE organisation

LFPSE Listing Reports

Report fields:

- ID
- Description
- LFPSE reference number
- LFPSE Status
- LFPSE Submission date
- ▲ LFPSE status/warnings
- ▼ Under which organisation's care did the event occur
- Did the event occur whilst the patient was under

LFPSE Reference Information Record count: 241

Accepted with Warnings	01/09/2023	146946247	suspected personal information was detected in the textual content of the submission, AgentsInvolved indicates a Medication was involved in this submission but no medication details were found, Organisation is not included in the submission, ReporterOrganisation is not included in the submission	
Accepted with Warnings	04/09/2023	146946475	AgeAtTimeOfIncidentDays was not included in the submission	Z45
Accepted with Warnings	18/09/2023	146947803	Organisation is not included in the submission, ReporterOrganisation is not included in the submission, AdverseEvent.Date is not included in the submission	
Accepted with Warnings	20/09/2023	146947931	AdverseEvent.Description is less than 5 characters., AgentsInvolved indicates a Medication was involved in this submission but no medication details were found	Z45
Accepted with Warnings	20/09/2023	146947932	AdverseEvent.Description is less than 5 characters., AgentsInvolved indicates an estates services problem was involved in this submission but no estates services problem details were found, Organisation is not included in the submission, ReporterOrganisation is not included in the submission	
Accepted with Warnings	05/10/2023	146948733	AdverseEvent.Description is less than 5 characters., AgentsInvolved indicates a Medication was involved in this submission but no medication details were found	Z45
Not Accepted	05/10/2023		FhirOperationException: The adverse-event-risk-details extension is required for Incident submissions where no patient was involved	Z45
Accepted with Warnings	05/10/2023	146948735	AdverseEvent.Description is less than 5 characters., AgentsInvolved indicates a Medication was involved in this submission but no medication details were found	Z45

LFPSE Reference Information Record count: 241

LFPSE Status	LFPSE Submission date	LFPSE reference number	LFPSE status/warnings	LFPSE organisation
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Common Errors & Troubleshooting

Error	Fix
'this organisation is unauthorised to upload V6 taxonomy data'	Contact NHSE ahead of going live with V6 to ensure your ODS code is approved for submissions
"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.

Troubleshooting Support: Routing Queries

Step 1: Have you reviewed the guide?
[LFPSE Warnings Troubleshooting Guide – Governance, Risk & Compliance](#)

Step 2: If not on the guide, have you received the payload to add to your Support Ticket and shared with NHSE? [How to get payload information – Governance, Risk & Compliance](#)

Step 3: Driving data quality
Examples: improving data quality, understanding patterns, reviewing completeness, best practices.. **Raise with your Customer Success Manager!**

Step 4: Policy, Guidance or Compliance Queries, refer to NHSE -
[<england.patientsafetyhelpdesk@nhs.net>](mailto:england.patientsafetyhelpdesk@nhs.net)



External Reporting and Compliance

A Summary of Complying with LFPSE

For official guidance please contact NHSE directly, this slide serves as recommendations

- Use DatixWeb and the LFPSE API to record all patient safety events, NRLS was decommissioned on 30th June 2024
- Record events where harm occurred, could have occurred or good care can be learned from
- Ensure at least 1-2 Administrators have full access to manage and oversee governance
- Use LFPSE submissions to meet statutory requirements and support local investigations and improvement
- ICB's require read only access for oversight of provider submissions (LFPSE Database itself and not DatixWeb, although DatixWeb read only access can be created)
- Ensure accurate and complete data
- Maintain an open reporting culture, with CQC aligned local LFPSE processes
- If you are operating a version of DatixWeb 14.3.6 or above, the external reporting fields must be mapped to ODS codes and used

LFPSE External Reporting

'Under which organisations care did the event occur?' Must be mapped to ODS codes in code setups

Mandatory from 14.3.6 onwards

Screenshare: Example Incident Reporting Form, External ODS Mapping, CUH Process Flow, Shropshire Community NHS Process Flow

Did the event occur whilst the patient was under your organisation's care? * No

Under which organisation's care did the event occur? ? *

Select the organisation that had responsibility for the patient or service user at the time the incident occurred. Please note: The organisation selected here determines which organisation the record will be attributed to within LFPSE. If this varies by location, read the list carefully and select the most appropriate organisation based on where care was being delivered at the time of the incident.

Was the availability of staff a factor in this incident?

LFPSE - Reporter

Showing 1000 of 1635 codes. Refine search to narrow down results

- Other
- 111 PROGRAMME
- 47 WILKINSON STREET
- A&E
- A&E - EALING HOSPITAL NHS TRUST PRESCRIBER
- ACCIDENT & EMERGENCY



LFPSE V6 Taxonomy



Transitioning to V6 LFPSE Taxonomy

Once the system is upgraded to V14.5.0.2 or above, the version 6 taxonomy will be visible, **as well as approving your ODS code with NHSE**, PSIMS globals need to be updated the below URL's .

UAT	
PSIMS_API_BASE_URL	https://psims-api-net-uat.azurefd.net
PSIMS_API_FHIR_URL	https://developer.learn-from-patient-safety-events.nhs.uk

Production	
PSIMS_API_BASE_URL	https://developer.learn-from-patient-safety-events.nhs.uk
PSIMS_API_FHIR_URL	https://developer.learn-from-patient-safety-events.nhs.uk

LFPSE V6 Taxonomy: Required Manual Changes

- **V6 ODS Code Approval**
- **Update PSIMS globals**
- **Update Action Taken field name** > 'What immediate actions were taken to reduce harm to the patient(s)?'
- **Update Action Taken guidance text** > 'Write what happened but do not include any details that could identify the patient or other people'
- **Update Description field extra text** > 'Include details of anything you think was important or might help us learn from what happened. Avoid including any identifiable information such as names of staff or patients here. The national patient safety team focus their primary learning activities on the information provided here, so a full description and sequence of events will contribute to better learning and improvement. Please see here for further details on how we use patient safety event data - [NHS England »](#)
[Using patient safety events data to keep patients safe](#)

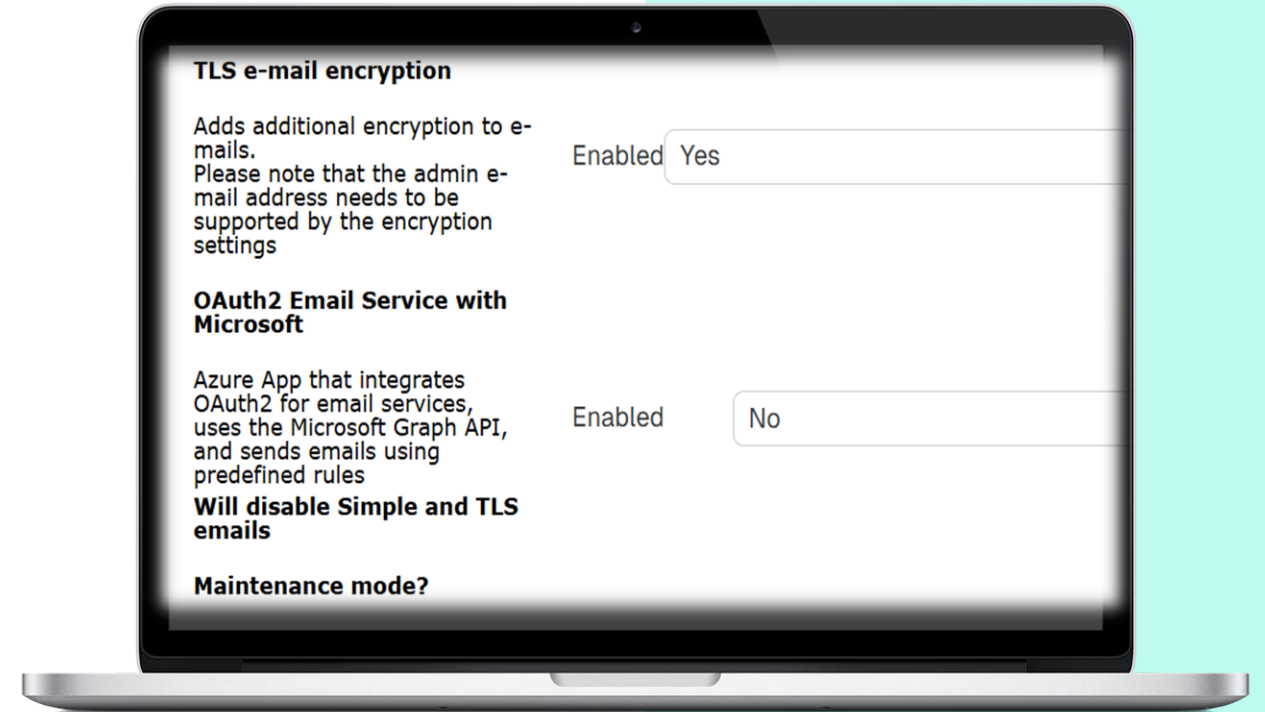


Notices & Resources

Notices: OAuth2

- No change to SMTP AUTH Basic Authentication until December 2026 for existing tenants.
- Default disablement will happen at the end of December 2026, though it can still be re-enabled by admins if required.
- Final removal is scheduled to be announced in the second half of 2027, giving organisations additional time to migrate fully to OAuth2.

[Connecting DatixWeb to Microsoft Exchange online using OAuth2 – Governance, Risk & Compliance](#)



Notices: AWS Migration



- ALL hosted Organisations are moving to AWS by Summer 2026
- AWS is by far the world's biggest and most mature provider of hosting solutions in the world, and we have chosen to partner with them as a business for this reason.
- **Rich Client will not be carried over to AWS as the application has not been supported since 2018 and poses security concerns.**
- RFI and Inquests data will be available via the data platform but will not be migrated to DatixWeb – we would recommend exporting your documents and storing them internally as documents will not be available in the data platform

[DatixWeb: Fit for the Future | AWS & Rich Client EOL – Governance, Risk & Compliance](#)

LFPSE Resources

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

[LFPSE Warnings Troubleshooting Guide – Governance, Risk & Compliance](#)

[How to get payload information – Governance, Risk & Compliance](#)

Click [here](#) for video on LFPSE and ODS Troubleshooting

Click [here](#) for video on transitioning to V6

"PATIENTSAFETYHELPDESK (NHS ENGLAND)"
[<england.patientsafetyhelpdesk@nhs.net>](mailto:england.patientsafetyhelpdesk@nhs.net)



Knowledge Sharing Birmingham Community: Approach to Good Care



Knowledge Sharing Open Discussion Q&A