

# DatixWeb LFPSE Workshop Q&A

Since upgrading to LFPSE v6 we get a warning message of "*AdverseEvent.Date is not included in the submission*" on any incident where the date of incident is earlier than the date of submission e.g. if someone today reported an incident that occurred yesterday on 25/02/2026.

We escalated this directly to NHSE, they have confirmed that the above warning message is a bug in their system and they have created a ticket to fix it ASAP. We recommend anyone experiencing this issue raises a Support Ticket, so we can update you when we understand this issue will be fixed.

**What does this error message mean on an incident that was Not Accepted "*Instance failed constraint ext-1 "Must have either extensions or value[x], not both"*"**

You'll note this error is not on our existing guidance, because no DatixWeb organisation that has reported this has provided the payload for affected events, we have been unable to formally escalate this to our Development team for resolution. If you are impacted by this error message, please obtain the payload using the article linked below, and create a Support Ticket outlining the issue, and provide the payload.

For our DCIQ base, we were able to understand what was causing this error due to payloads being provided. In a DCIQ context, the error was occurring due to the back end LFPSE field DrugsInvolved being empty. This field is populated with value only from the non-LFPSE field Drug administered or omitted from the Medication form. However, when this field is left blank and other fields are populated within the Medication form, the field DrugsInvolved is submitted to LFPSE with empty value causing the error to appear.

We have confirmed that in DatixWeb, Drug administered in the Medication section is used to populate DrugsInvolved for LFPSE.

Please note, at this stage we are unable to confirm if this is the exact same cause in DatixWeb. By raising a Ticket, we can validate this and once confirmed, add to our guidance.

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

**We can't trigger the string field to enter the organisation manually when 'other' is selected for 'under which Organisations care did the event occur?'**

This item has been escalated to our Development team for investigation and fix. If you are impacted, please raise a Support Ticket to ensure we can notify you of any updates.

## [Submit a request – Governance, Risk & Compliance](#)

**Is there an estimated release date for 14.6.1?**

Dates are subject to change at this stage, but 14.6.1 is planned for early Summer 2026, we'll be holding a Feature Review Webinar, as well as producing our usual walkthrough videos.

**Will the UI scaling issues be addressed in 14.6.1?**

Yes, this will be fixed in 14.6.1

**As a hosted customer moving to AWS, will Rich Client document attachments still be intact?**

For hosted organisations using Rich Client, the product is reaching end-of-life for hosted organisations in May 2026. As part of the transition, organisations will need to manually download any documents or other attachments they wish to retain. When doing so, please ensure your organisation's/NHSE's document retention policies are followed.

Once extracted, attachments and documents can be stored locally in accordance with your internal governance. The legacy records themselves will continue to be available in DatixWeb or within our data platform, but associated attachments will not be retained there.

Given the timelines, we strongly recommend beginning the extraction of attachments as soon as possible.

### **Is reporting good care to LFPSE a mandatory requirement for a Trust?**

Incidents and Good Care event types are mandatory to report to LFPSE at the time of publishing this document.

### **Please can we consider good care to have its own acknowledgement email?**

Good care email templates can be created from version 14.6 onwards, here is our walkthrough video: [Good Care Email Template Enhancement in DatixWeb 14.6](#)

### **I have an issue where non-patient event types are trying to submit to LFPSE?**

This is not currently a known issue, if this is occurring for you, please raise a Ticket with as much detail as possible, and screenshots to evidence that the taxonomy has not been triggered on the event, and that the event is showing in the LFPSE Management page, we have flagged this directly with Product Management and once we have completed investigation at first and second line stages, we will be sure to continue escalating this as a priority.

### **Will DCIQ have LFPSE Workshops?**

Yes, we are working hard to align our content delivery across both DatixWeb and DCIQ, we will be holding Feature Review Webinars and subsequent LFPSE Workshops to assist with the transition to V6 Taxonomy when LFPSE V6 Taxonomy is released to DCIQ.