

(Manual) IWR-1 Incident Report Form

Guidance / supporting notes

When completing a manual PDF version of the IWR-1 form please refer to these notes to identify which option you need to select when completing specific fields within the form.

Details of Reporting Member of Staff

Directorate

Operations
Medical
Quality & Patient Safety
Paramedic Directorate
Finance
Workforce & HR
Chief Executive Office
Strategy & Business Development

Department

Accounts
Blue Light Collaborative Programme
Business and Performance Information
Chief Executive's Office
Clinical Audit
Clinical Education
Commissioning
Communications
Community First Responders (CFS) / Volunte
Company Secretary's Office
Complaints and PALS
Contingency Planning & Resilience
Emergency Operations Centre (EOC)
Emergency & Urgent Care (999)
Estates
Equality & Diversity (E&D)
Fleet & Logistics
Hazardous Area Response Team (HART)
Human Resources
Infection Prevention Control
Information Governance
Information Technology (IT)
IT Projects (ePCR)
Medicines Management
NHS 111
Organisation Development
Patient Records
Patient Transport Service (PTS)
Payroll

Details of Incident

County where incident occurred

Kent
Surrey
Sussex

Incident location – type

Ambulance vehicle
Private residence / property
GP Surgery
Hospital (any type)
Public place / building (not the patient's home or work environment)
Trust premises / property
Prison / remand centre
Residential care home
In police custody
Patient's work environment
School premises
Other (please specify in notes)

Incident location – Exact

999 Call centre
A&E Department
Ambulance service HQ and property
Ambulance service station and property
Ambulance vehicle (moving)
Ambulance vehicle (stationary)
Beach / area of coastline
Clinical telephone advice desk
Dual carriageway / A road
General hospital ward (not A&E)
GP Surgery
Hotel / hostel or other accommodation
In police custody
Incident occurred within hospital grounds
Maternity hospital
Mental health hospital
Minor injuries hospital / walk-in centre
Motorway
NHS 111 Contact centre
Nursing home
Other (please specify in notes)
Other location for supported living
Other type of SECAmb vehicle
Patient's work environment (inside)
Patient's work environment (outside)
Prison / remand centre
Private airport
Private hospital
Private property (not residential)
Private residence (not patient's home)
Private residence (patient's home)
Public airport
Public place - inside (not patient's home or work environment)
Public place - outside rural (footpath, woodland, countryside)
Public place - outside urban (not patient's home or work environment)
Residential care home
School playground / playing field
School premises
SECAmb car (stationary)
SECAmb car (moving)

What sort of incident took place?

Incident – type

Patient / service user related

Staff issue

Visitor / member of the public / contractor

Trust issues not affecting patient care

Facilities / vehicles / equipment (patient, public, staff not affected)

Incident – Category

Accident

Administration issue

Cleanliness, including Infection Prevention Control

Equipment

Information Governance

Manual handling

Patient care

Security (facilities / estates)

Staff conduct

Timeliness / delay

Transport

Assaults / aggression

Adult at risk

Child at risk

Staff welfare

Incident sub-category

Inadequate pain management

Insufficient supply of medication

Medication passed expiry date

Primecare

Access to availability of equipment

Animal bite

Backup crew delayed / unavailable

Bomb threat

Break-in

Breakdown of SECAmb IT systems

Caring during end of life care (EoLC)

Changes in provision

Clean sharps / needlestick injury

Condition / comfort of vehicle

Contact with hot / cold substance

Contaminate blood / body fluids

Crush injury

Custody suite issues

Damaged or failed equipment

Delays in receiving clinical information

Delay in third parties service delivery (where no other outcome)

Dirty sharps / needlestick injury (infection control issue)

Disinterested / uncaring behaviour

Disposal of clinical waste

Drugs lost or missing

Drugs record incorrect

Drugs stolen (or believed stolen)

Eligibility for transport

Equipment not available

Equipment not working

Exposed to fumes, smoke, gas, particulates

Exposure to disease (not informed by HPC prior to exposure)

Facility sanitation and hygiene issues

Failure to follow procedures

Fall from height

Family / carer not updated

Fire at facilities (suspected or actual)

Handover delay at hospital

Hit by moving, flying, falling object

Hit by something static / fixed

Inappropriate ambulance arranged

Inappropriate language

Inappropriate treatment / diagnosis

Incorrect disposition reached

Incorrect drug dose administered

Incorrect drug type administered

Injury sustained in driving incident / accident

Injury whilst lifting an object or load (not patient lifting)

Infection control issues

Injury whilst lifting or moving a patient when not using equipment

Injury whilst lifting or moving a patient when using equipment

Issue with non-conveyance

Issues and concerns about cover

Issues with bank staff and finance

Issues with other emergency or health services

Issues with restraint

IT hardware damage

IT software damage

Late ambulance / Trust resource

Loss, disclosure, leak of confidential information

Loss of clinical information (physical or electronic record)

Loss of non clinical information (physical or electronic records)

No ambulance, health care resource provided

DMP instigated

Non lift, non weight bearing related injury

Other timeliness / delay

Other accident

Other information governance

Other manual handling issue

Other cleanliness issue

Other security (facilities / vehicles) issue

Other equipment issue

Patient incorrectly identified leading to adverse care

Patient refused treatment

Personal items lost or missing

Personal items stolen

Poor communication, info - leaflets

Poor communication, info - verbal

Poor communication, info - website

Privacy and dignity

Problem with collecting and inputting information

Recording of incorrect information

Referral issues

Frequent caller

Potential vexatious caller

Repeat caller

Road traffic accident

SECAmb affected by IT failure external to Trust

Service equipment lost, missing or stolen

Siren noise

Skill mix of crew affected treatment

Slip on ice

Slip, trip or fall on same level

Smashed or broken drug ampoule

Staff conduct / attitude

Staff morale

Staff training issue

Standard of driving

Storage of equipment

Incident sub-category (continued)

Third party damage (vehicle or property)
Transport arrangements
Unexpected reaction or deterioration
Vandalism
Vehicle breakdown
Vehicle fire
Vehicle sanitation and hygiene issues
Wrong fuel added
Meal / tea break issues
Child protection issue
Adult at risk
Other staff welfare issues
Witnessed aggression (not directed at SECAmb staff)
Anti-social behaviour / aggression experienced (causing distress, discomfort)
Directed verbal abuse (General)
Directed verbal abuse (racially, religiously aggravated)
Directed verbal abuse (sexually aggravated)
Direct verbal abuse (homophobic aggravated)
Non-physical assault (word, behaviour - physical violence anticipated)
Attempted physical assault (but failed)
Physical assault (general)
Physical assault (racially, religiously aggravated)
Physical assault (sexually aggravated)
Physical assault (homophobic aggravated)

Incident severity and result**Result of incident**

Near miss - event being reported was prevented from occurring
No harm / injury
Harm / injury
Death

Grade of harm

Low (minimal harm, injured party required extra observation or minor treatment)
Moderate (short term harm, injured party required further treatment or procedure)
Severe (injured party sustained permanent or long term harm)
Death (caused as a direct result of this incident)
Not known if harm incurred
Unknown level of harm