**Appendix G**

**Template for Departmental/Local Review**

**Salisbury NHS Foundation Trust**

**Departmental/Local Review/Complaint**

**Incident Investigation:**

|  |  |
| --- | --- |
| Date of Incident/Complaint |  |
| Specialty |  |
| Incident Number |  |
| Severity of Incident/Complaint |  |
| Type of Incident/Complaint |  |
| Date of report |  |

**1. Summary of Incident/Complaint:**

**2. Investigation Process –** methods used, who was involved/present at review meeting etc

**3. Involvement and support of patients and relatives**

**Sequence of Events**

**4. Care and service delivery problems**

**5. Contributory factors**

**6. Root causes**

**7. Lessons learnt**

# 8. Immediate Actions Taken – if there were any

**9. Conclusion:**

# 10. Recommendations

Person Responsible:

**Completion Date:**

Evaluation Method:

Person Responsible:

**Completion Date:**

Evaluation Method: