



DatixWeb Customer Toolkit

Learning from Patient Safety Events (LFPSE) Upgrade and Support Toolkit



Welcome



Dear DatixWeb Community,

Welcome to the LFPSE Upgrade and Support Toolkit, which will provide you with everything you need to ensure you are ready for the new LFPSE service in March 2023.

This toolkit will support you on your journey to LFPSE, including how to navigate the upgrade process, our Team, resources on LFPSE, and more.

Kind Regards,
Olga Chalupczak and the RLDatix Team

Background

In March 2023 NHS England will replace the current National Reporting and Learning System (NRLS) with the new Learn From Patient Safety Events (LFPSE) service.

The aims of the new LFPSE service includes making it easier for a wider number of health and care organisations, including those not in a hospital setting, to record patient safety events and to introduce consistent and powerful reporting and analysis nationally and locally. The ambition is to make it easier to see and act upon NHS-wide areas for improvement and learning.

To this end, LFPSE requires providers of local risk management systems like us to make specific changes that will allow organisations to upload events into the new LFPSE. Local risk management systems once updated in-line with the required specifications must be assessed as LFPSE Compliant by NHS England.



Thinking Beyond Compliance



For us, making sure DatixWeb is compliant is just the beginning. We have a responsibility to approach the change thoughtfully and collaboratively. We believe the changes go beyond software. That is why we have worked to balance updating our software to meet the national requirements, with local needs articulated by our customer community. We have listened to customers and looked at the bigger patient safety picture and journey ahead, including after March 2023. To this end, we are in tune with ongoing feedback and discussion within the NHS about the longer-term form of reporting and learning.

So, while today we are delighted to say that both DatixWeb and DCIQ are complaint and approved for LFPSE use by NHS England, for us, this really is the start of the journey of support and investment. That is why we want to support customers differently over the next seven months.

This workbook combined with support from our wider account management and care teams is designed to help you shape a deeply personal and localised journey to LFPSE, so you can provide assurance at every level.

Your RLDatix Advantage

More than a technology company. We are patient safety and health and care workforce people.

Our newly extended team includes risk managers, doctors, nurses, AHPs, pharmacists and much more. Our people, our experience and our technology combine to serve you. To help create a safer patient journey, a safer more supported workforce and therefore a safer sustainable organization. We are determined to make your job easier and be your RLDatix Advantage.



Unparalleled Community Of Practice

We are safer together, so we are unlocking the power and reach of our community. With more connections to share knowledge and good practice.



Low Effort Upgrade

We have spent time testing and refining the upgrade process, to ensure it is the simplest and supported.



Larger Care and Account Team

The team around you has grown. From clinical leaders and account managers to support and delivery we are here to guide and respond to your needs.



Standards Based

We take standards seriously. So, you can have confidence now and into the future.



Low Risk

Proven technology, 30 years' experience with a supported plan steeped in a deep appreciation of patient safety.



Balance Compliance with Flexibility

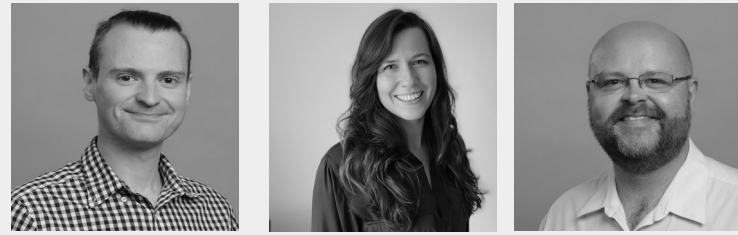
LFPSE compliance demands standardisation. We have taken care to balance this with flexibility.



Our Team is here to support you.
Every step of the way.



Safer Together.



We know the upgrade process can be daunting.

That's why we've put together a **simple 7 step guide**, to upgrade to the LFPSE version of DatixWeb in your organisation, as smoothly and pain-free as possible.

The Upgrade Process: 7 Steps to Go-Live

PROCESS STEP 1

Read this Customer Toolkit and have an exploration call with your Account Manager. Use this call to ask any questions you may have.

PROCESS STEP 2

Complete the pre-upgrade system prerequisites checklist. Work with your IT team to run through the checklist on the next slide and get the necessary materials from NHS England for the upgrade.

PROCESS STEP 3

If DatixWeb is RLDatix Hosted:
Submit a service ticket to RLDatix requesting that LFPSE is enabled in the DatixWeb demo environment.

If DatixWeb is Hosted Locally:
Download a package and have the IT Team or RLDatix enable LFPSE in the demo environment.
Need help outside of IT? See page 8

PROCESS STEP 4

Configure the LFPSE form in the demo environment and organise an informal call with NHS England to review the form, agree the go-live date, and get an API key from NHS England.

PROCESS STEP 5

Prepare and train your staff for the new version. We will provide user-guides during the upgrade process and hold a RLDatix clinical session on LFPSE and DatixWeb.

PROCESS STEP 6

If DatixWeb is RLDatix Hosted:
Submit a service ticket to RLDatix requesting LFPSE to be enabled in the live environment and configure the LFPSE form.

If DatixWeb is Hosted Locally:
Download a package and have the IT Team or RLDatix enable LFPSE in the live environment and configure the LFPSE form.

PROCESS STEP 7

The upgrade process is now complete, and you are ready to go-live with the LFPSE compliant version of DatixWeb!

Go Live Planning Checklist


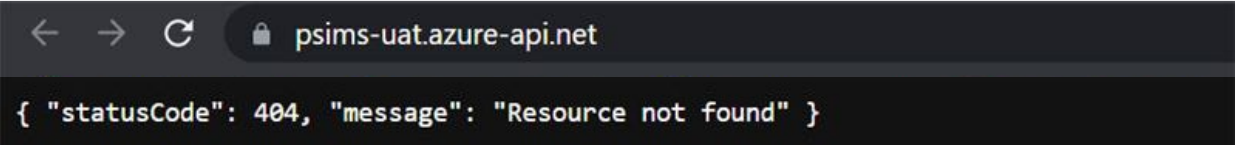
We want to make sure the upgrade process is as simple and straightforward for you as possible. To help you make sure this is the case, please follow this step-by-step guide and systems prerequisites list to guide you through the entire process.

Step:	What to do:	Complete
Step 1: Read the Customer Toolkit and have an exploration call with your Account Manager.	Read this Customer Toolkit and have an exploration call with your Account Manager to discuss the upgrade process and ask any questions you may have.	<input type="checkbox"/>
Step 2: Complete the system prerequisites checklist.	Complete the pre-upgrade system prerequisites checklist to the right. You may need to work with your IT team to complete some of the system checks.	<input type="checkbox"/>
Step 3: If DatixWeb is RLDatix Hosted: Submit a service ticket to RLDatix requesting LFPSE to be enabled in the demo environment. If DatixWeb is Hosted Locally: Download a package and have the IT Team or RLDatix enable LFPSE in the demo environment.	This step may differ dependent on if DatixWeb is hosted by RLDatix, or locally on your own servers. If your version of DatixWeb is hosted by RLDatix, please request a ticket to our services asking for LFPSE to be enabled in a demo environment. If your version of DatixWeb is hosted locally, please download a package (available here), and ask your IT Team to upgrade the demo environment. You can still ask RLDatix to upgrade your system if you would prefer for a small additional service fee.	<input type="checkbox"/>
Step 4: Configure the LFPSE form in demo environment and organise a call with NHS England to review the form, agree the go-live date, and get an API key.	In the demo environment configure the LFPSE form. Then organize an informal call with NHS England to review the form, set a formal go-live date, and receive an API Key that will enable you to send data from your system to LFPSE.	<input type="checkbox"/>
Step 5: Prepare and train your staff for the new version, including attending an RLDatix clinical session on LFPSE and DatixWeb.	Before LFPSE goes live in DatixWeb, train your staff with the LFPSE User Guides to ensure the transition is as seamless as possible. We will also hold a clinical session with our Medical Director in early October to help support this training and the transition.	<input type="checkbox"/>
Step 6: If DatixWeb is RLDatix Hosted: Submit a service ticket to RLDatix requesting LFPSE to be enabled in the live environment and configure the LFPSE form. If DatixWeb is Hosted Locally: Download a package and have the IT Team or RLDatix enable LFPSE in the live environment and configure the LFPSE form.	This step may differ dependent on if DatixWeb is hosted by RLDatix, or locally on your own servers. If DatixWeb is hosted on RLDatix, please submit a service ticket, and ask for LFPSE to be enabled in the live environment, and configure the form in the live environment as was done successfully in the demo environment. If DatixWeb is hosted locally, please download a package and ask your IT Team or RLDatix to enable LFPSE in the live environment and configure the LFPSE form.	<input type="checkbox"/>
Step 7: Go-live with the LFPSE!	The upgrade process is now complete, and you are ready to go-live with the LFPSE compliant version of DatixWeb.	<input type="checkbox"/>

Go Live Planning Checklist

We want to make sure the upgrade process is as simple and straightforward for you as possible.

To help you make sure this is the case, please follow this step-by-step guide and systems prerequisites list to guide you through the entire process.

 System Prerequisites (Pre-Upgrade Checklist)	Complete
Those responsible for clinical governance in your organization should register for their enhanced accounts on the LFPSE web application, including at least one admin user. Please request access to both the production and UAT application.	<input type="checkbox"/>
Attend an LFPSE Q&A Session.	<input type="checkbox"/>
Contact LFPSE team at NHSEI to request a copy of LFPSE V5 taxonomy from NHSl.patientsafetyhelpdesk@nhs.net	<input type="checkbox"/>
Compare the LFPSE taxonomy to existing fields in the level 1 and level 2 incident reporting form, identify which fields are duplicates and can be archived/removed.	<input type="checkbox"/>
Provide the team at LFPSE with feedback on the taxonomy.	<input type="checkbox"/>
Your system must be able to communicate with the following UAT environment: https://psims-api-net-uat.azurefd.net	<input type="checkbox"/>
Your system must be able to communicate with the following Production environment: https://developer.learn-from-patient-safety-events.nhs.uk	<input type="checkbox"/>
To check this, please copy and paste and then search the above links into your browser's search bar. If the below message appear, then DatixWeb will be able to communicate with LFPSE successfully and you can check it off. This will be unsuccessful if you don't have access to the webpage, potentially as your Organisation has blocked access or whitelisted the site, which if so, please contact your IT team to grant access to this site. 	

Additional Services and Information

If your IT team is not available, or if you feel more comfortable for RLDatix to implement the free upgrade, then for a small additional service fee RLDatix can implement the upgrade for you.

Cost of Service

This service is available if DatixWeb is hosted either by RLDatix or locally.

The DatixWeb service to implement the upgrade costs a total of £573 (excl VAT) to customers who are hosted locally. This service to implement the upgrade is included in the contract to those hosted by RLDatix.

It will take up to 3 hours to complete the upgrade and the price and time will not be impacted by the number of modules you have.

If you would like for us to implement this upgrade or have any further questions around the process, please reach out to your Account Manager.

'First Movers'

We are currently starting to schedule 'first mover' upgrades with our customers. As always first movers help us refine our processes.

If you would like to be a first mover and help us test the upgrade before our general release in mid-October, please get in contact with us directly at: LFPSE@rldatix.com



Resource Library



We have created a library of resources that will help support you on the LFPSE journey.

We will continue to update this library as we hold more sessions, and more resources are created around LFPSE.

RLDatix Resources

[The Journey to LFPSE – Manchester Connections Event](#)

[Getting Ready for LFPSE in DatixWeb and DCIQ Webinar](#)

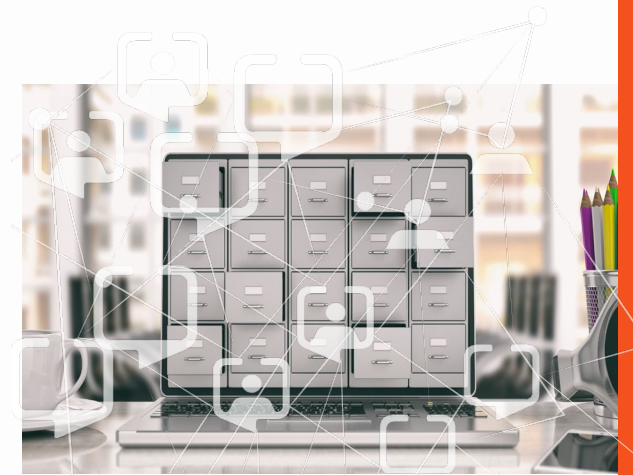
[Getting Ready for LFPSE in DatixWeb and DCIQ Webinar FAQs](#)

[DatixWeb is LFPSE Compliant Session](#)

NHS England Resources

[NHS England LFPSE FAQs](#)

[NHS England: Primary Care information on the new national learn from patient safety events service](#)
[NHSE Transitioning from NRLS to LFPSE](#)





Thank you for reading.

We hope you found this LFPSE Upgrade and Support Toolkit useful.

We will continue to update the Toolkit and it's supporting documents, so if you have any feedback, please get in touch with us directly at LFPSE@rldatix.com



Kind Regards,
Olga Chalupczak and
The RLDatix Team.



Rldatix.com | [@RLDatix](https://twitter.com/RLDatix) |
[@AllocatES](https://twitter.com/AllocatES)