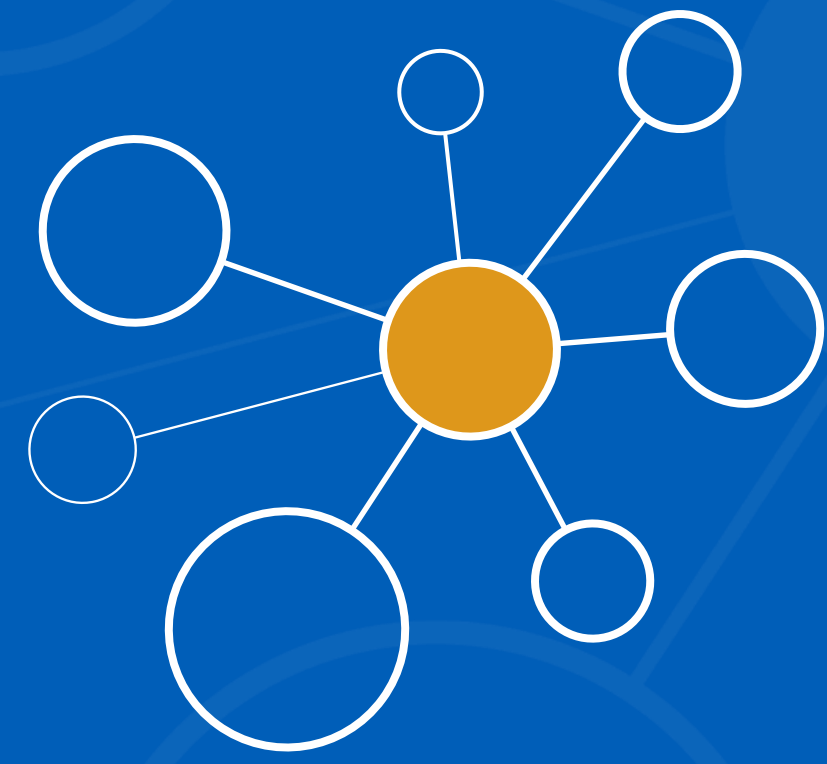




Gloucestershire Safety and Quality Improvement Academy 2026

Closing the Feedback Loop

Improving completion of Datix incident reviews

Julia Hande, Lisa Addis, Leta Popp



Gloucestershire Hospitals

NHS Foundation Trust

HEADLINE LEARNING

Education alone did not change documentation behaviour.

REFRESHER TRAINING

82%→76%

REVIEWER CHECKLIST

63%→51%



Context matters

- External maternity review may have reduced project priority.
- Some reviews may have been entered in the wrong Datix field.
- Trust-wide incident reporting declined during the project.
- Most incidents without a completed review field were no-harm incidents.

Why it matters

Incident reporters were not consistently receiving feedback. Incomplete review fields can create the perception that reports are not acted upon — risking lower future reporting and weaker organisational learning.

Aim

+20%

closed Datix incidents with a completed review box within 12 months

Continued beyond 12 months because of capacity, staffing and wider external pressures.

Measures

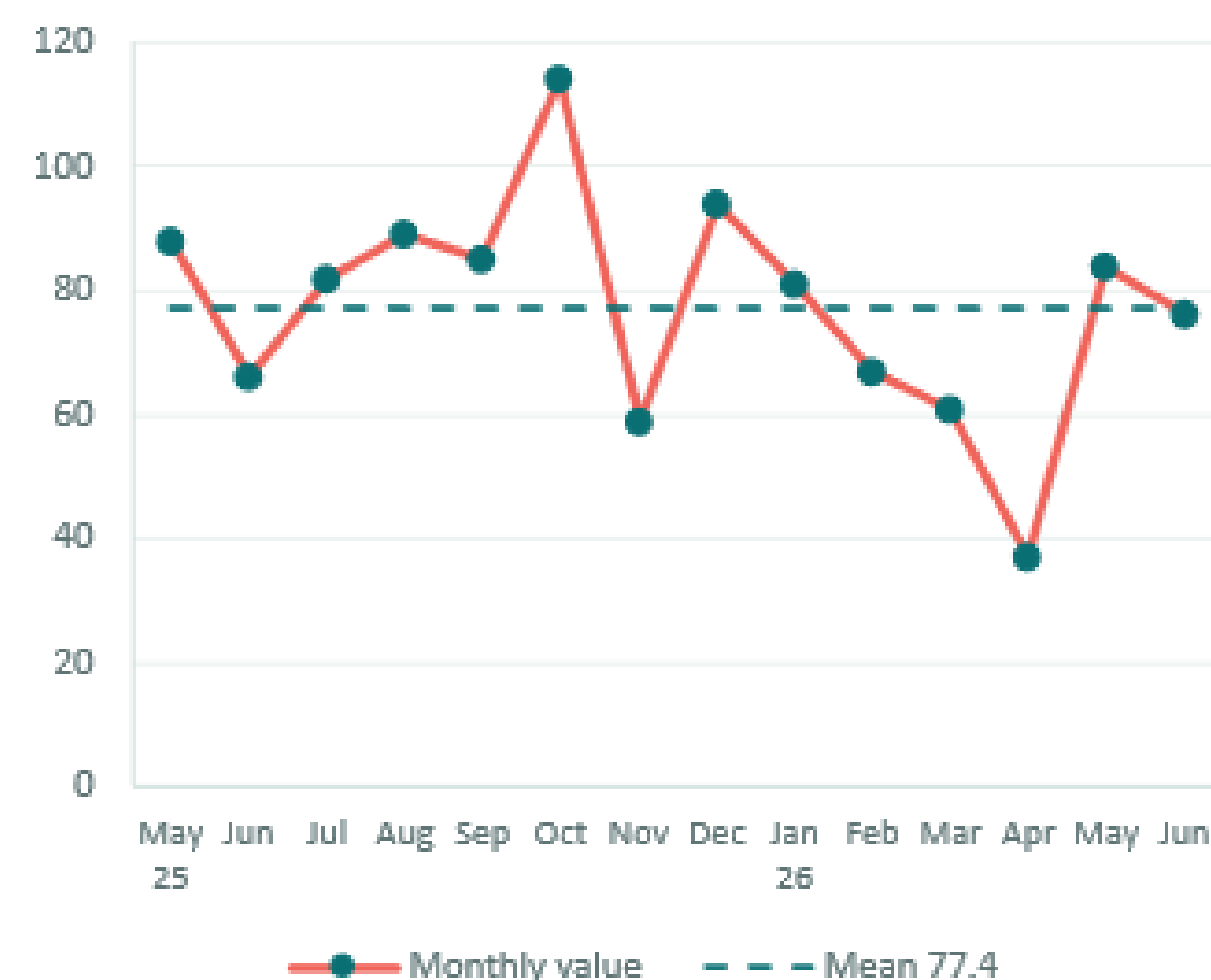
Outcome Completion of all required fields on the Datix review page.

Process Training and checklist tested through PDSA cycles.

Balancing External review, possible use of the wrong field, and declining trust-wide reporting.

Evidence over time

Monthly source-deck values, May 2025–Jun 2026



PDSA 1 • training
2 Jul 2025

PDSA 2 • checklist
31 Mar 2026

The mean was 77.4; neither intervention produced sustained improvement.

Change strategy

PRIMARY DRIVERS

Staff factors

Task factors

SECONDARY DRIVERS

Training needs • Unfamiliarity with the Datix system

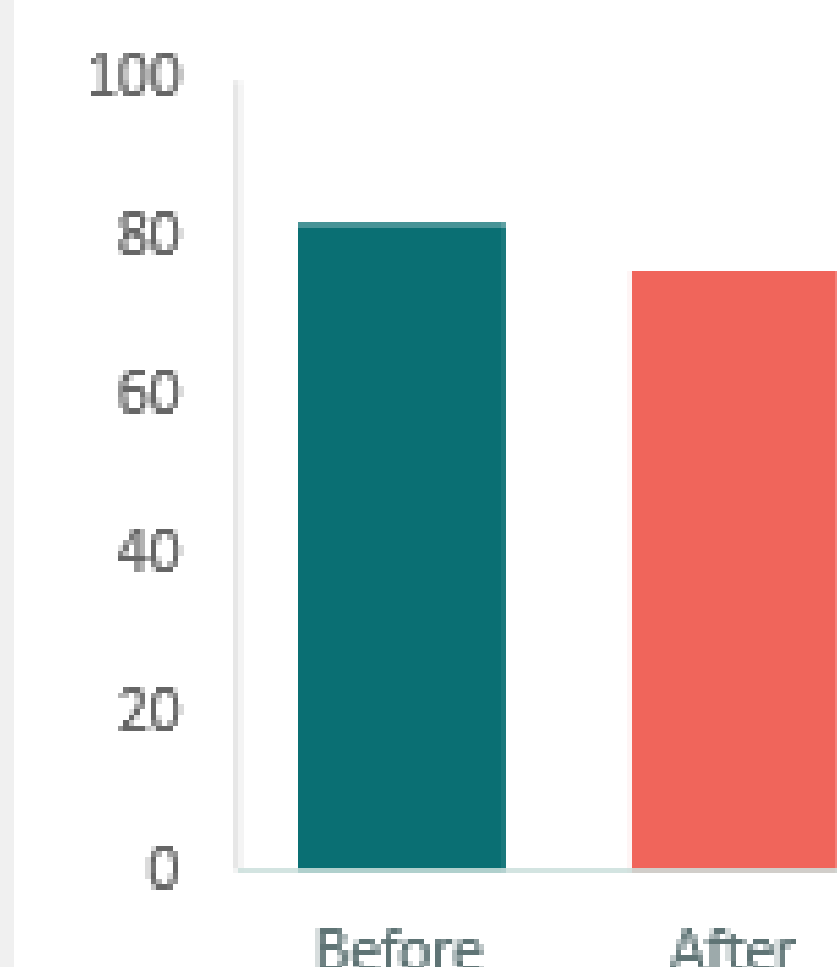
TESTED CHANGE IDEAS

- 1 Bespoke refresher training
- 2 Reviewer reference checklist

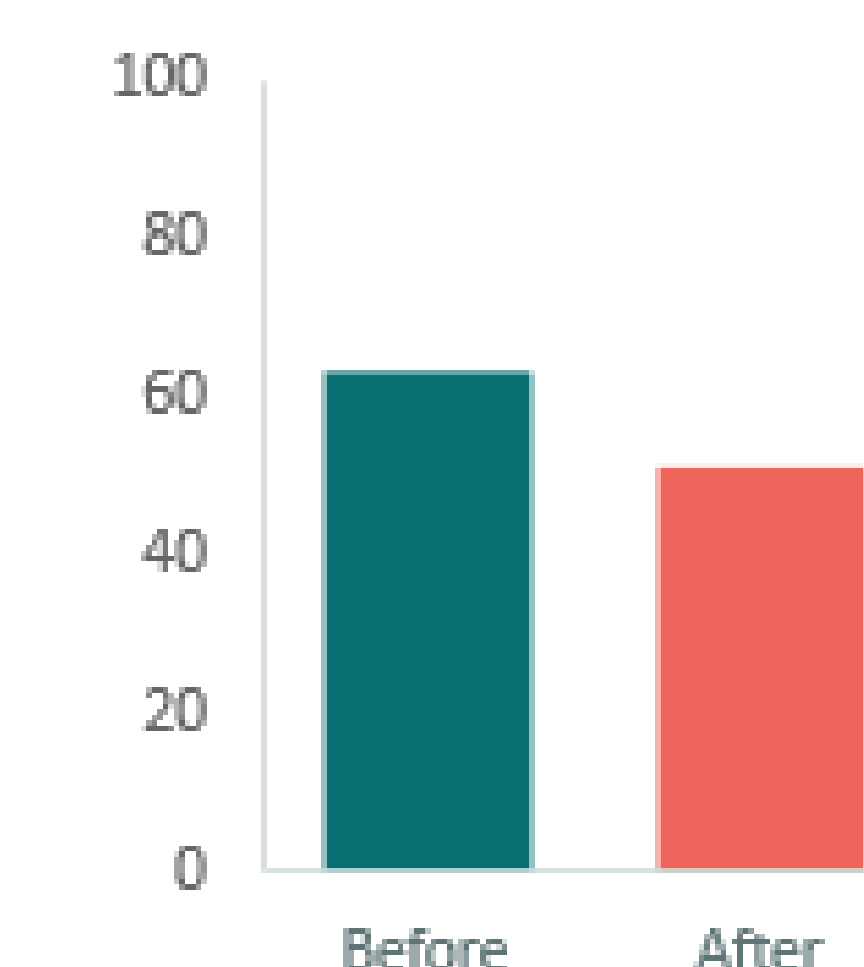
PDSA impact

Completion of the review field (%) before and after each test

1 Refresher training



2 Reviewer checklist



Both completion rates declined after the education-led interventions.

Key learning

2 tests
0 improvement

Refresher training and a checklist were not enough to change review-field completion.

Next phase

Shift from knowledge fixes to system-level change.

- Identify behavioural and workflow barriers.
- Test system-level solutions in Datix and local processes.
- Pilot in another area and compare results.
- Share learning and re-audit in six months.

Bottom Line: Sustained improvement will require changes to the system and the conditions around the work, not education alone

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