

**Look-back Review Report**

**Confidential**

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| --- | --- |
| **Date of Incident** |  |
| **NIMS NUMBER (for Look-back Review)** |  |
| **Hospital Group/CHO/NAS/Other** |  |
| **Look-back Review Commissioner** |  |
| **Chair of Look-back Review** |  |
| **Date Report Completed** |  |
| **Date report uploaded on to NIMS** |  |

**Contents**

1. **Executive Summary**

2.0 **Acknowledgement**

To the persons affected e.g. service user/relevant person(s) staff, service(s) for their participation in the process.

3.0 **Introduction**

Including:

* Details of Terms of Reference(s) (include Terms of Reference(s) in the Appendices section of the report)
* Composition and roles of the SIMT
* Composition and roles of the Audit Team
* Composition and roles of the Recall Team
* NIMS reference number(s)

**4.0 Background**

Including:

* Description of the incident(s) prompting the Look-back Review
* Details of the standards / policy/ procedures etc., informing current practice
* Overview of the service(s) included in the Look-back Review
* Details of any immediate actions taken to ameliorate and/or mitigate harm
* Details of the Preliminary Assessment and SIMT actions
* Open Disclosure
* Communications

5.0 **Look-back Review Methodology**

Including:

* Methodology applied to the Look-back Review Risk Assessment and the decision to proceed to the Audit and Recall Stage of the Look-back Review.
* Clear audit methodology for the Audit Stage including:
* Audit Criteria
* Scope of Audit
* Audit Methodology
* Audit Tool
* Procedures for ensuring the validity and reliability of the Audit Stage to ensure that all auditors interpret and apply audit criteria in the same way.
* Recall Stage methodology
* Communications Plan
* Information and Help Line Plan
* Plans for follow up for persons affected following both the Audit and Recall Stages, including the application of Open Disclosure.
* Quality and Safety Improvement Plan.

**6.0 Results/Findings from each Stage of Look-back Review**

* Results/ Findings of the Preliminary Risk Assessment
* Results/ Findings of the Audit stage
* Results/ Findings of the Recall Stage

7.0 **Actions taken to address Findings**

* Actions identified to address findings of the Look-back Review Process
* Altered treatment plans/ follow up etc.

8.0 **Conclusion**

Including:

* Outcome of Lookback Review
* Learning points for patient safety improvement

Including

* + learning from the patient/ service user/staff experience
  + learning obtained from each stage of the Look-back Review

9.0 **Recommendations**

10.0 **References**

11.0 **Appendices**

May include (but not exclusive to):

* Terms of Reference, including:
  + SIMT
  + Preliminary Risk Assessment
  + Audit Stage
  + Look-back Review Stage
* SIMT Membership and membership of Audit and Recall Teams
* Communication Procedure(s) for each stage including:
  + Dialogue/ scripts
  + Call logging process
  + Telephone communications
* Information Governance Procedure
* Template Letters used at each stage of the process
* Procedure for Risk Assessment, Audit and Recall Stages
* Schedule of Meetings
* Definitions and Abbreviations used in the report