

CUSTOMER / USER FEEDBACK



Leicestershire Partnership **NHS**
NHS Trust

The Ulysses Alerts module provides a framework for the management of the Central Alerting System (CAS) system. It allows the organisation to track the progress and report on the different alert types including patient safety alerts, medical device alerts and others deemed critical to the organisation by providing the basis for a structured dissemination and assurance process. Each alert can be issued for action (allowing the recipient to cascade further); for information (which requires acknowledgement of receipt) or copy.

At each dissemination layer the distributor is able to develop their distribution lists and the system allows them to see the progress of those to whom they have distributed an alert as well as to those who may have received in the subsequent layers. Consequently, the lead on the alerts process has an “all seeing eye” over the whole distribution of each alert. Other benefits include co-signatories (allowing a colleague to act on behalf of another) to ensure that alerts can progress in the absence of a staff member.

We have developed a number of reports which provide progress and assurance information on alerts as well as statistics as to how many staff members received an alert in total and how many of those responded.

Risk Manager

Leicestershire Partnership NHS Trust