

Standard Operating Procedure

MANAGEMENT OF ESCALATION K2 ISSUES

Email Inbox – SBU.K2@wales.nhs.uk

This will be monitored daily (as far as possible) by the following:

- **Fetal Surveillance Midwife**
- Antenatal Ward Manager (in absence of FSM)
- Labour ward Manager (in absence of FSM)
- Service Manager (in absence of FSM)

The email address will be the central hub for resolving K2 issues and keeping track of progress. Issues relevant to each area will be assigned to the area managers. This is so we all gain competence in resolving issues.

All relevant issues will need to be logged via ZoHo (link below) to ensure ongoing monitoring and oversight.

K2 Contacts

- **K2 Helpline 01752 397800**
- **Raising a 'Ticket' – Our communication platform with K2**
Access to raise a 'ticket' on ZoHo and management of ongoing issues. You need to create an account as described below. Use this platform to communicate with K2 non-urgent issues.



Using the Zoho
Customer Portal.pdf

- **Swansea Bay K2 Support**
Jack Ticehurst (jack.ticehurst@wales.nhs.uk) is our Product Specialist in Swansea Bay. He is a source of support in relation to product issues.

Manager on Call Duty

Where **urgent** K2 Issues arise staff are to contact the Manager on Call for advice.

Any decision to go 'paper-based' on CTG must be discussed and agreed with the MoC and a record kept by staff of CTGs that are paper based.

Where issues are escalated to the MoC an email must be sent to SBU.K2@wales.nhs.uk by either the staff member escalating or the MoC to ensure ongoing oversight of issues.

Datix Reported Incidents

Escalation of issues does not include incident reporting via Datix, however staff may feel it is appropriate to Datix some incidents. These can be managed on an individual basis.

Many thanks for your ongoing support with the implementation of this system.