

DatixWeb LFPSE FAQ's

We have updated this FAQ document on LFPSE and DatixWeb to help answer the most common questions we have been receiving from our customers.

We will continue to update this document as we receive more questions. If you do have any additional queries or feedback around your DatixWeb LFPSE Journey, please contact us directly at LFPSE@rldatix.com

Feedback on LFPSE:

Q: How can I give feedback on the new changes around LFPSE to NHS England?

A: RLDatix meets with NHSE on a biweekly basis to discuss LFPSE and feedback from our valued customer base. If you wish to raise any feedback directly to NHSE, please contact them at NHSI.patientsafetyhelpdesk@nhs.net

Q: What are you doing to ensure LFPSE releases address bugs and customer feedback?

A: We have made massive improvements to our release processes on the back of customer feedback. We now complete an enhanced level of testing on our releases. This includes Release Acceptance Testing completed by our Customer Success Team with Patient Safety Experience.

We recommend that our customers have access to our Ideas Portal, our Product Management Team are using this to drive their Development Roadmap to ensure we provide our customers with helpful functionality. If you do not have access to our Ideas Portal, please simply raise a Support Ticket by clicking on this link: [Submit a request – Governance, Risk & Compliance \(rldatix.com\)](#)

Implementing LFPSE:

Q: What resources are available to help?

A: We are constantly working to provide additional resources so please ensure that you subscribe to updates from our Knowledge Base, if you are unsure of how to do this please reach out to UKGRC-CustomerSuccess@rldatix.com

We currently have LFPSE User Guides and videos available on our Knowledge Base. We also have recently added a known issues list for both DatixWeb and DCIQ, this alongside copies of all release notes are available on the Knowledge Base.

We have also built an LFPSE Hub on our website, a one stop shop for your favorites folder, linking you to all of our resources.

LFPSE Hub: [LFPSE Hub - RLDatix - UK \(allocatesoftware.co.uk\)](https://allocatesoftware.co.uk)

Q: How do I upgrade?

A: If you are hosted locally, please click the following link for our On Premise Upgrade Resource Pack: [3. On Prem Upgrade Resource Pack.pdf](#)

Alternatively, If you are hosted by RLDatix, simply raise a Support Ticket advising you wish to be upgraded to the latest Version of DatixWeb, please stipulate if this is Test and/or Live using the link here: <https://grc-support.rldatix.com/hc/en-us/requests/new>

Q: How do I configure my system for Live LFPSE Submissions?

A: Configuring your system for LFPSE will first consist of upgrading your system to a LFPSE Compliant Version. After completing end to end testing using our User Guides and utilising our on-hand Support via our Support Desk and Customer Success Teams, you will be ready to obtain your Live API Key from NHSE. If you have any questions regarding this please reach out to LFPSE@rldatix.com

Q: How do I use the LFPSE Management page?

A: The LFPSE Management page is within the incidents module and can be used to review the status of LFPSE incidents.

We have created a video walking though the current functionality of the page, to watch the video please click here: [DatixWeb 14.3.3.4 LFPSE Help Video 4 \(vimeo.com\)](#)