DULWICH COLLEGE
FOUNDED 1619

MEDICAL CENTRE CRITICAL INCIDENT POLICY

Medical Centre Critical Incident

A Medical Centre critical incident is an unintended or unexpected incident which could have or did lead to significant harm for one or more pupils or staff members. It will often involve body fluid contaminants or drug/medication mistakes. While the College regards safety as an essential part of its medical care and aims always to prevent errors, incidents can occur.

Practice and Procedure

In the event of an incident, action is taken immediately to eliminate the risk or any further risk:

- rapid assistance is offered to the persons involved in the incident; and
- staff liaise with Medical Centre and emergency services as appropriate.

Thereafter, all of the following actions are considered and undertaken as required:

- The hazard is detected and identified.
- A thorough de-brief and full discussion is undertaken by all Medical Centre staff.
- Contaminant incidents are reported to the Lead Nurse and/or the Sister or Deputy Sister in charge.
- Drug/medication administrative errors are discussed immediately with the College GP (and/or the College Medical Officer or locum doctor) and appropriate action taken.
- A detailed incident or near miss report is documented with input from the staff involved the report is submitted to the College Chief Operating Officer and the Health and Safety Manager (COO and H&S Manager).
- Medical Centre staff together with the COO and H&S Manager discuss possible improvements to routines and /or procedures to eliminate error and enforce a safer working environment for staff and pupils. Any decisions are printed and filed so as to be available for reflection and to ensure best practice in the future.
- The report is kept in an appropriate file.
- Arrangements are made for any necessary re-training or clinical updating of staff as appropriate.
- In the case of serious malpractice or clinical error, disciplinary procedures are considered.
- Parents of any affected pupils are informed and if appropriate given a copy of the report.

Policy Owner:	Deputy Master Co-curricular, Operations and Partnerships
Last Reviewed:	May 2026
Date of Next Review:	Academic Year 2027-28 (or earlier as required)