



IMPROVEMENT THROUGH INVESTIGATION

Report writing training course

“Excellent delivery of information on what I presumed could be dry! All information was relevant and informative and I will put what I have learnt into practice.”

Head of patient safety

This interactive course gives participants the theory and practical experience in writing effective and clear investigation reports. The investigation report is the public face of the investigation so it is crucial that it is accurate, objective and consistent.

The course covers:

- structuring the report
- writing styles
- describing what happened, how it happened and why it happened
- demonstrating where evidence has come from and analysing it
- developing recommendations that are specific, measurable, achievable, relevant and timescaled (SMART)
- quality assuring the report.

Learning points include:

- what to include and what to exclude
- the importance of distinguishing between fact, comment and findings
- how to draft recommendations that are more likely to be implemented.