

SHOT office contact detailsEmail: shot@nhsbt.nhs.uk

Telephone: 0161 423 4208

Website: www.shotuk.org

In addition to the FAQs below – please see the haemovigilance reporting user guides which are available on the SHOT website: <https://www.shotuk.org/reporting/>

1. How do I register as a SHOT reporter

Reporters will have a SABRE account created through their reporting organisation.

Log on to SABRE. From your Workspace click the 'Manage reporters' tab. To add yourself as a reporter, enter your details and click the 'Add reporter' button

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2. Where do I submit a SHOT report?#

Log on to SABRE. From the SABRE Workspace click the 'Create New Report' tab. Enter the details, all fields with a red asterisk must be completed before you move on to the next page. Next complete the 'Serious Adverse Event' or 'Serious Adverse Reaction' page and submit the report. A link to the SHOT database will be generated within a few minutes of submitting the SABRE notification. The link will appear in the 'SHOT status' column at the right-hand side of the workspace. You may need to refresh the screen (press F5) if the link does not appear automatically. To avoid duplication, much of the data populated on SABRE will be transferred across to the SHOT database

3. The MHRA has 'excluded' a report on SABRE. Does this mean that my report is no longer reportable to SHOT?'

This report may not be MHRA-reportable but SHOT may still need this questionnaire to be completed. If you are unsure please contact the SHOT office as they are happy to help with any query, or download the [SHOT reporting definitions document](#) from the SHOT website

4. I want to go back to complete a report, where do I access the SHOT questionnaires?

Log on to SABRE. The SHOT reports can be accessed via the 'Workspace' page under the heading 'SHOT status'. The SHOT questionnaire can be opened by clicking on the hyperlink. Click 'Open' link to access via the general internet, or 'N-3' to access via the NHS N3 network (N3 is an NHS network that provides high-speed broadband network services and may give superior speed to the general internet link).

SHOT status
Closed N-3
Open N-3
Open N-3

5. Where do I report anti-D immunisation cases?

Anti-D immunisations are reported via SABRE as an SAE by selecting 'Other/Anti-D immunisation' for 'Event involving'

6. How do I add attachments to a SHOT report?

Any attachments added to the SABRE system on the SAE/SAR page, will be copied across to the SHOT database and appear on a page called 'Footnotes'. This page will only exist if an attachment has been uploaded to SABRE. You can also add attachments on the 'Procedural review' page within the SHOT questionnaire

7. I am unable to move to the next page in the SHOT report. What can I do?

Firstly, check the page you are on to ensure that all the relevant information is included. Try saving and exiting this report and retry after a few minutes. Alternately contact the SHOT office for advice

8. I'm unsure how to categorise an incident, are there any SHOT reporting definitions?

The SHOT reporting definitions are available on the SHOT website under 'Current resources' <https://www.shotuk.org/resources/current-resources/>. There are also other useful resources on the SHOT website www.shotuk.org

9. An incident has occurred in our hospital and I am not sure if it is SHOT reportable

The SHOT office is happy to discuss queries and provide support and guidance regarding reporting issues. Please call 0161 423 4208

10. Following further investigation and review, a submitted report is now NOT considered to be SHOT reportable

Please contact the SHOT office to discuss the details. The report will be reviewed and withdrawn as necessary. Withdrawn reports appear grey in your workspace. Explanatory notes will be added to the description box on the first page of the report for your reference

11. I have reported something in error/duplicate

Reports submitted in error/duplicated can be withdrawn by contacting the SHOT office

12. I have selected the wrong option in the questionnaire and it will not let me change it

Double click your original choice to deselect it and then select the option you require

13. I have received reminders to close a completed report. How do I do this?

When a report is completed it needs to be closed. Firstly, ensure all relevant information has been completed. Finally, you must click 'yes' on the last page of the report – this is usually the 'Procedural review' page (see image below). You may have to use the scroll bar on the right of the page to navigate to the end of the questionnaire to see it

SHOT's primary focus is on improving patient safety, so additional information from your local investigation and root cause analysis may have important general lessons to share with others.
If you have any problems in uploading your anonymised RCA or investigations, then please contact the SHOT office for assistance.

Please upload any relevant documents eg Root Cause Analysis

Please give any other additional information which you think is relevant

Is the questionnaire complete? Click Yes to close the report No Yes

14. I have received the final reminder to complete a report but the outcome of the investigation(s) is not concluded

We understand that investigations can be lengthy and may take some time to conclude. Please contact the SHOT office to discuss these cases on an individual basis

15. I want to report an incident involving several patients. Do I have to submit separate reports for each case?

If the same incident involves more than one patient, SHOT can duplicate the initial report to reflect the number of patients involved in the incident. We need the demographic details for each patient, which can be emailed to the SHOT Office

16. I am experiencing error messages whilst trying to complete my SHOT questionnaire

Take a screenshot of the error message (press the 'Print screen' button at the top right-hand side of your keyboard), paste this into a Word document or e-mail and send to the SHOT Office along with the SHOT or MHRA reference number. The SHOT team can investigate for you and resolve the issue#