



# Risk User Guide

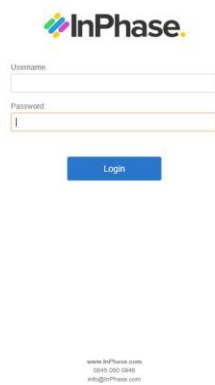
## Contents

General Navigation and User Preferences.....	3
Accessing the Site .....	3
Username and Password .....	3
Navigation .....	4
Changing Password .....	4
View Date.....	5
Adding an Action.....	6
Risk       7	
Risk Management .....	7
Add New Risk .....	7
Risk Updates.....	9
Risk Information.....	10
Controls.....	10
Actions .....	11
Risk Reports .....	11
Risks, Controls & Actions Report .....	11
Risk Register Report.....	12
Actions Register Report .....	13
Risk Detail Report.....	13
High Rated Risks Report.....	15

## General Navigation and User Preferences

### Accessing the Site

To access InPhase please enter your InPhase URL into any web browser.



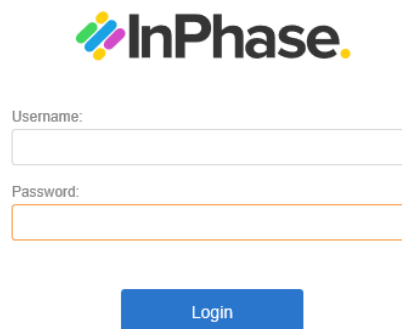
The screenshot shows the InPhase login page. At the top is the InPhase logo. Below it are two input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon to toggle visibility. A blue 'Login' button is positioned below the fields. At the bottom, there is a small footer with the website URL and contact information.



### Username and Password

Usernames and passwords can be granted by an administrator.

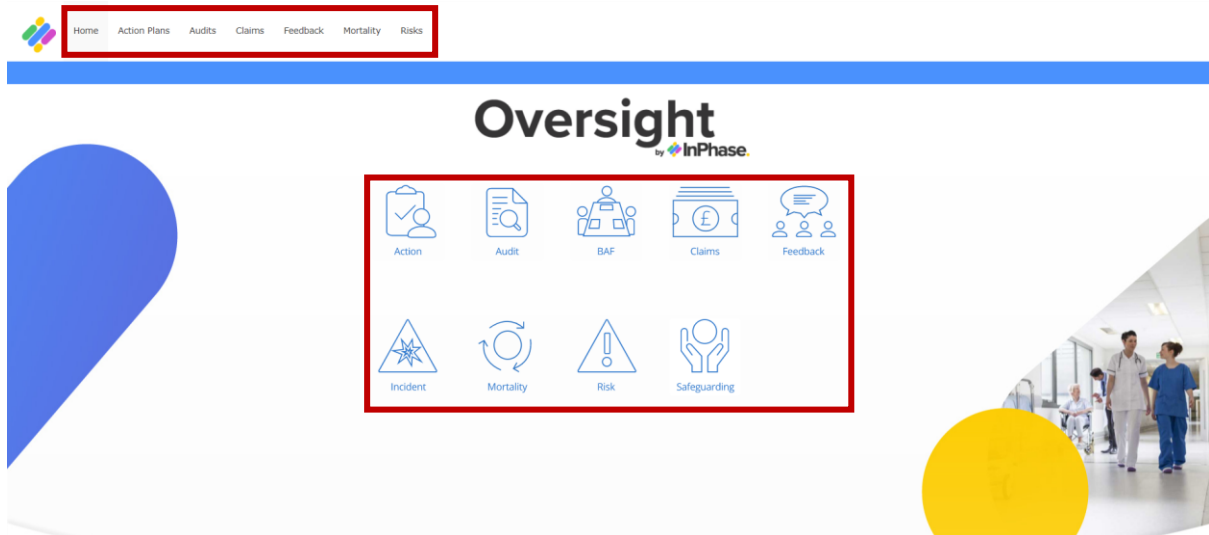
The username format is; ***FirstName Surname***



This is a clean screenshot of the InPhase login form. It features the InPhase logo at the top. Below the logo are two input fields: 'Username:' and 'Password:'. The 'Password:' field has a small eye icon. A blue 'Login' button is centered below the fields.

## Navigation

To navigate to a page, click on the icon in the main menu, or the relevant option on the menu at the top of the page.

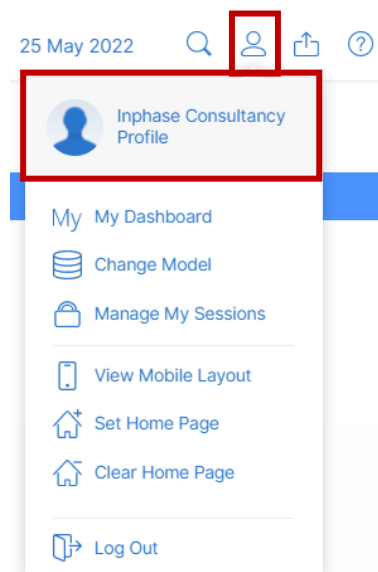


To return to the HOME page, to access your personal dashboard or to refresh the page you are on use the icons in the top left-hand corner of the screen

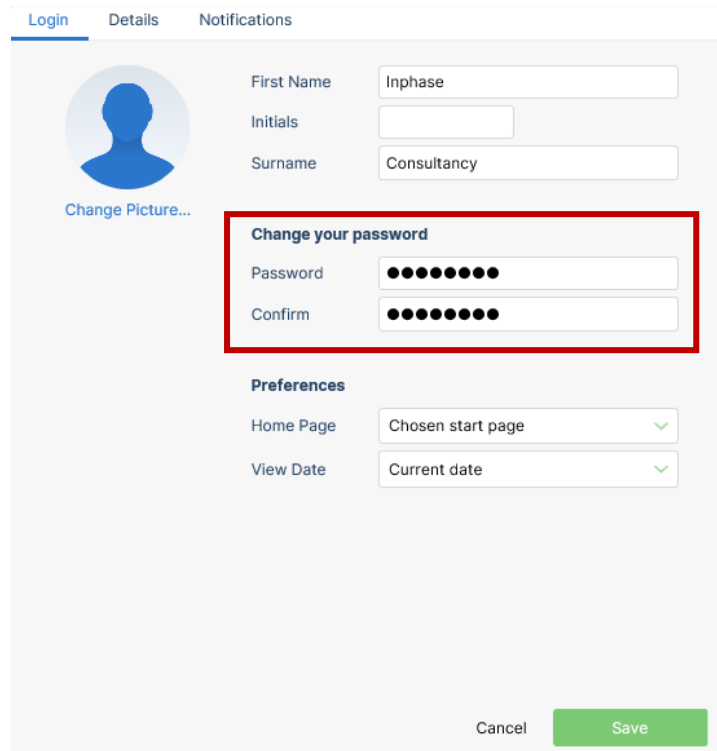


## Changing Password

Click on the person icon at the top right-hand corner of the screen. Select **Profile** from the drop-down menu



Enter your new password in the fields provided and click save.

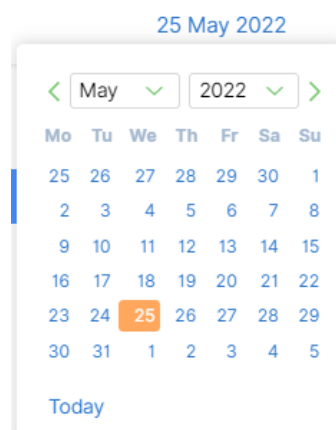


You will notice that you have other preferences that you can change on the profile pop up also.

## View Date

Data entered and displayed in InPhase is tracked by date. This means that if you wish to see past date or future time periods you can by simply changing the view date.

The view date is in the top right-hand corner of the screen. Click the date to produce the calendar.



## Adding an Action

In each App there are icons or buttons to add Actions. Adding an action regardless of the App or page you are on requires the same process.

### Actions

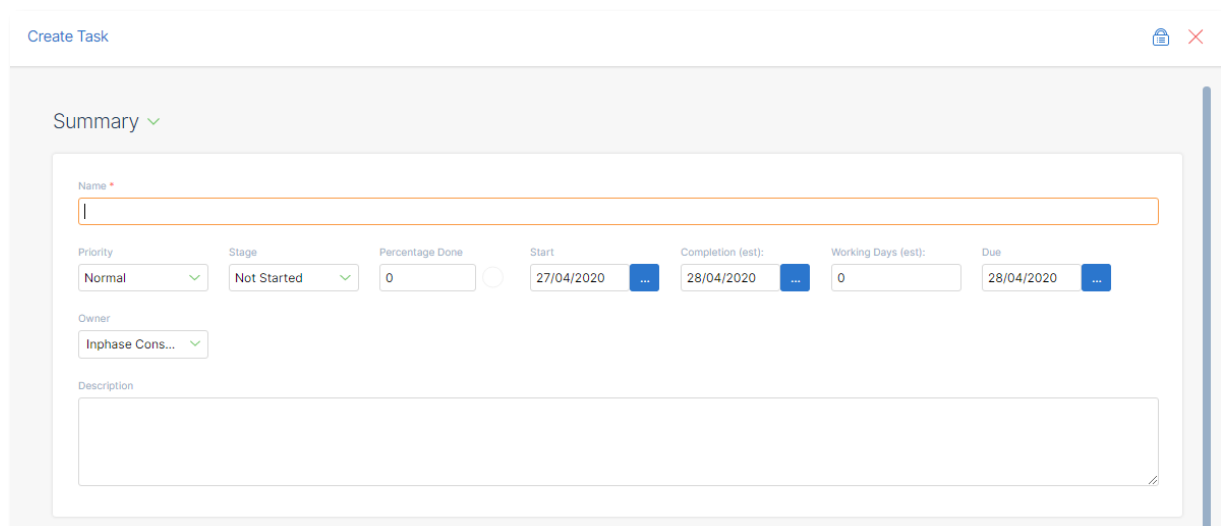
Please click the icon to create any Actions if required



Clicking on either an Add Action button or Icon will produce the Action pop.

The following fields need to be completed:

- Name
  - Limited to 100 Characters. Should be clear and concise to what the action is.
- Start
  - Calendar Selector. Date of when action will start
- Completion (est)
  - Calendar Selector. Data of when action is estimated (or actually) completed. When first adding an Action this should be set as the same as the Due Date
- Due
  - Calendar Selector. Date of when action is due to be completed by
- Owner
  - Defaults to the user adding the action. Can be changed if someone else will be responsible for completing the action.

A screenshot of the 'Create Task' dialog box. The dialog has a title bar with 'Create Task' and a close button. Below the title bar is a 'Summary' section with a dropdown arrow. The form contains several fields: 'Name' (a text input field with a red border), 'Priority' (a dropdown menu set to 'Normal'), 'Stage' (a dropdown menu set to 'Not Started'), 'Percentage Done' (a text input field with '0' and a progress indicator), 'Start' (a date selector set to '27/04/2020'), 'Completion (est):' (a date selector set to '28/04/2020'), 'Working Days (est):' (a text input field with '0'), and 'Due' (a date selector set to '28/04/2020'). Below these fields is an 'Owner' dropdown menu set to 'Inphase Cons...' and a 'Description' text area.

Once you have completed the required fields click Create.

## Risk

### Risk Management

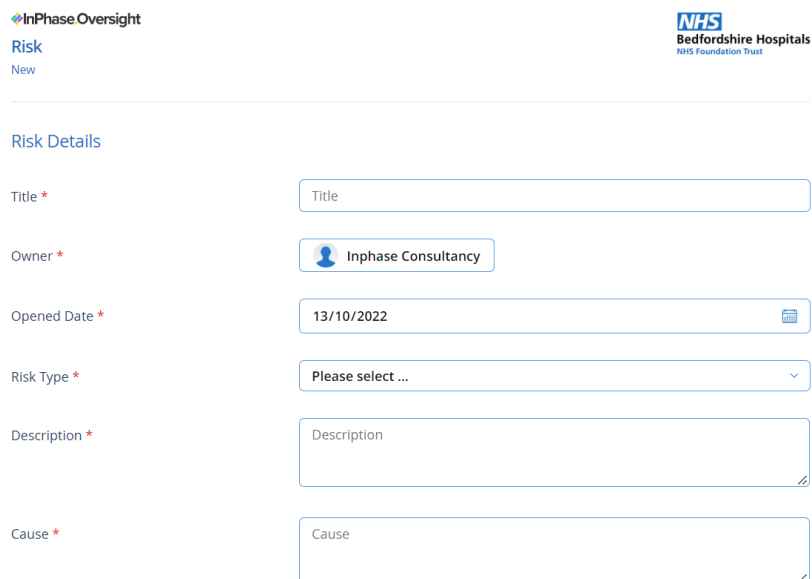
This page acts as a landing page, and provides you with the options to

- Add New Risk
- Update Risks
- View Risk Reports



### Add New Risk

To add a Risk, click the 'Create Risk' button. This will direct you to the Risk Creation Form.



**InPhase Oversight**  
Risk  
New

**NHS Bedfordshire Hospitals**  
NHS Foundation Trust

Risk Details

Title \*

Owner \*

Opened Date \*

Risk Type \*

Description \*

Cause \*

Once the form has been completed, the Risk will display in the table on the 'Add New Risk' page. Click the 'Complete' button to finish creating the Risk.

Home Risks Add New Risk Risk Updates Risk Reports

### Risk Creation

[Create Risk --](#)

To create a risk click the Create Risk button above. You will be directed to the Risk Creation form.

Once you have completed the Risk Creation form you will return to this page. Your risk will appear below. Select the Complete button to finish the Risk Creation process. Once you have completed the Risk Creation process the risk will disappear from this page.

Please note if your risk does not appear in the table below after you have completed the initial Risk Creation form simply refresh this page.

ID	Title	Owner	Inherent Rating	Complete
Risk 00000092	This is a demonstration Risk	Inphase Consultancy System	9	<a href="#">Complete →</a>

The form will re-open, and you can associate the Risk to a Risk Register, enter the current Risk scores, and add commentary to provide additional context.

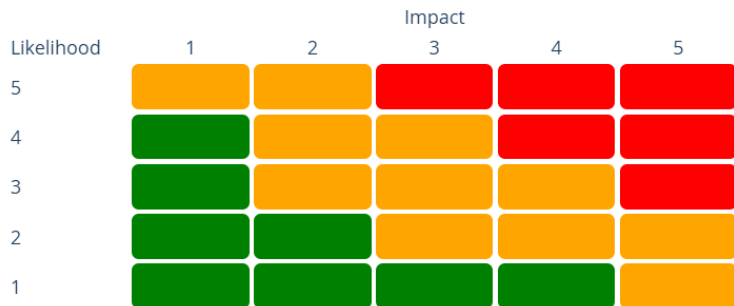
### Risk Register

Register Link



### Current Risk Score

Rating \*



Target Risk Score \*

Please select ... ▼

Update Comments



Scroll to the bottom of the form, and then click 'Complete Risk Creation'.

### Record Data

Legacy ID

Legacy ID

Email notifications log

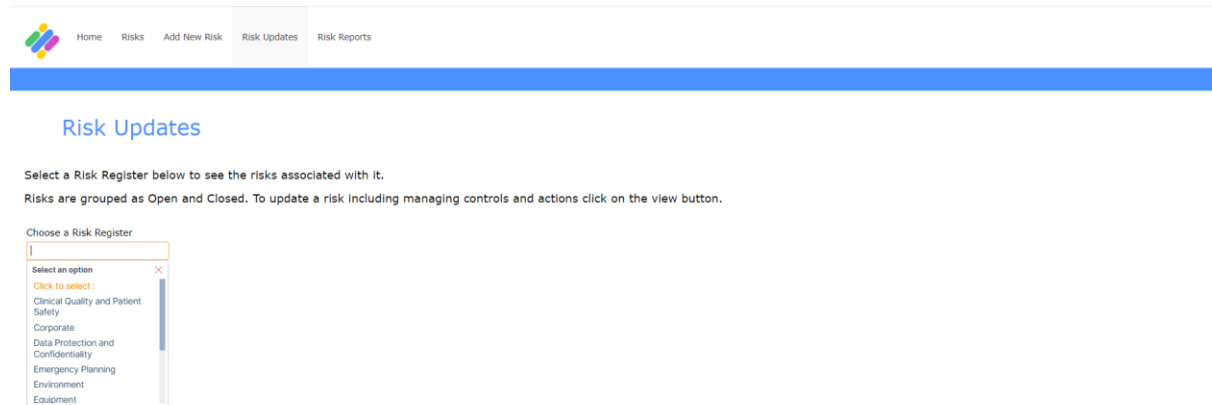
Log of all automated notifications

[Complete Risk Creation](#)

## Risk Updates

Once Risk Creation has been completed, your Risk will no longer display in the 'Add New Risk' table.

To edit the Risk details or update the Risk scores, click on 'Risk Updates', and then select the relevant Risk Register from the dropdown selection box.



Once selected, all the Risks that are associated with the selected Register will display in the table. From here, you can see briefly the following information.

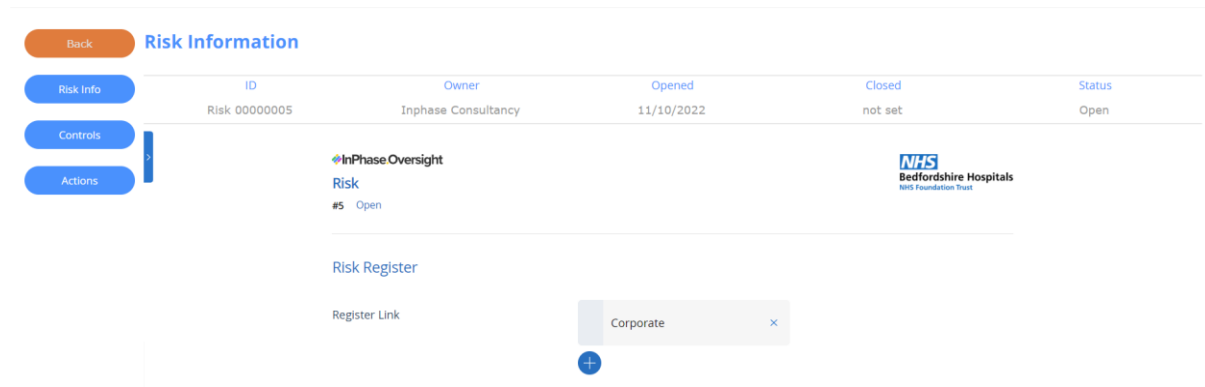
- Risk ID
- Title
- Owner
- Opened date
- Inherent Rating
- Latest Risk Scores

Click on the 'View' button to see the full Risk details.

Open								
ID	Title	Owner	Opened	Inherent Rating	Latest Impact	Latest Likelihood	Latest Rating	View
Risk 00000005	This is a test Risk	Inphase Consultancy System	11 Oct 2022	25	3	3	9	<a href="#">View →</a>
Test Comment								
Risk 00000087	Examples risk 01	Inphase Consultancy System	12 Oct 2022	16	5	5	25	<a href="#">View →</a>
Risk 00000088	SDKJfhksdjhfskif	Inphase Consultancy System	12 Oct 2022	12	5	4	20	<a href="#">View →</a>
Update comments								

## Risk Information

The Risk Information page displays the information about the Risk. The buttons down the left hand side of the screen allow you to add Controls and Actions to the Risk.



ID	Owner	Opened	Closed	Status
Risk 00000005	Inphase Consultancy	11/10/2022	not set	Open

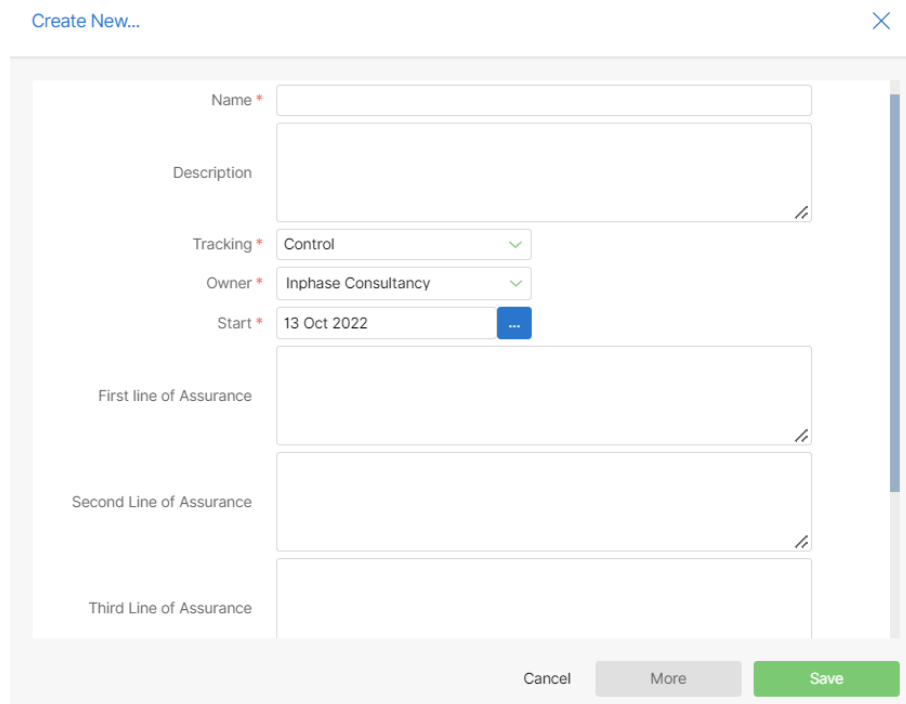
**InPhase Oversight Risk**  
#5 Open

**Risk Register**

Register Link: Corporate

## Controls

To add a Control to the Risk, click the 'Add Control' button.



Create New... ✕

Name \*

Description

Tracking \* Control ▼

Owner \* Inphase Consultancy ▼

Start \* 13 Oct 2022 ⋮

First line of Assurance

Second Line of Assurance

Third Line of Assurance

Cancel More Save

You only need to complete the mandatory fields, as the other fields can be edited once the Control has been added.

Once created, the Controls will display in the table, where you can add a 'Control Effectiveness' rating, and further commentary around the assurance.

Oct 2022											
Control Name	Control Description	Linked Risk(s)	First line of Assurance	Second Line of Assurance	Third Line of Assurance	Effectiveness	Control Update	What assurance is provided?	What is the source for assurance?	What are the gaps in assurance	Who is taking responsibility to close the gap?
Test Control - New Risk		Risk 00000005									
Test Control Risk 2		Risk 00000005	sdf	sdf	sdf	~	~	~	~	~	~

### Actions

To add an Action, click the 'Add Action' button. For more details around the different fields that need to be completed to create an Action, please see the 'Action's section under 'General Navigation and User Preferences'.

Date Range < >

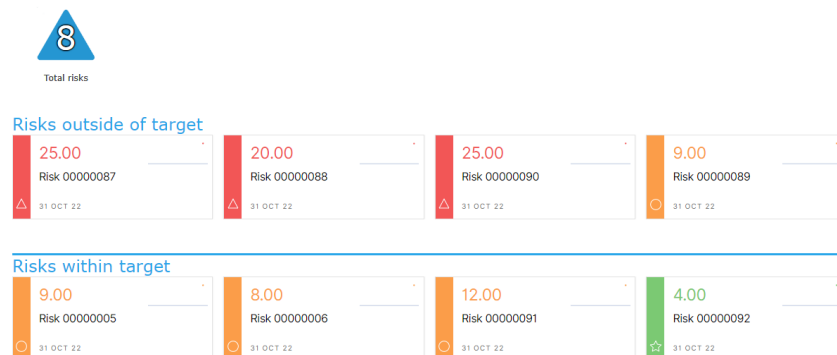
Oct 2022									
Activity	Details	Add Sub-Task	Owner	RAG	Completion %	Start Date	Due Date	Completion Date (est)	Comments
<input checked="" type="checkbox"/> Test New Activity			Inphase Consultancy		0%	03/11/2022	04/11/2022	04/11/2022	~
<input checked="" type="checkbox"/> Test Risk Activity			Inphase Consultancy	-	0%	12/10/2022	13/10/2022	10/12/2022	

### Risk Reports

The Risk Reports main page allows you to select a Risk Register from the dropdown.

The report will populate to show all Risks within that Risk Register that have performed within and outside of target in the current period as well as any Risks that have improved (received a lower Risk Rating score) or deteriorated (received a higher Risk Rating score) between the current period and the previously completed reporting period.

A count of all Risks within the selected Risk Register is also shown.



All the Risk details can be interrogated further, by right clicking on a Risk and selecting 'Open Details'.

### Risks, Controls & Actions Report

This page shows the scores and targets of all Risks within the selected Risk Register and any associated Tasks / Activities. Each Risk score is formatted to show the 'zone' the value appears in within the Risk Matrix. The Risks can be interactively filtered by Reference, Name, Owner and any Impacts Risks within that Register might have.

A count of all Amber, Green and Red Risks within the selected Risk Register is also shown.

Search for a Risk:  Risk ID: All 1 selected Owner: Inphase Consultancy Impacts On...: All 2 selected Report Range: < >

URN	Reference	Risk Name	Open Details	October 2022					
				RM01 Risk Consequence Score	RM02 Risk Likelihood Score	RM03 Risk Rating Score	Status Score	RAG	
#RM0000000013	>	Risk 00000005			3	3	9	9.00	~
#RM0000000014		Risk 00000006			4	2	8	8.00	~
#RM0000000095	∨	Risk 00000087			5	5	25	25.00	~
		Exmaple new control			~	~	~		~
#RM0000000096	∨	Risk 00000088			5	4	20	20.00	~
		Isdfjjsdlkfjsdfjk			~	~	~		~
		<input checked="" type="checkbox"/> sdfdsdfsdfsdf			~	~	~	~	~
#RM0000000097		Risk 00000089			3	3	9	9.00	~
	∨	Risk 00000090			5	5	25	25.00	~

All the Risk details can be interrogated further, by right clicking on a Risk and selecting 'Open Details'.

### Risk Register Report

This report will populate to show the score, target, and the assessment (for the current period) of all Risks within a Risk Register. Each risk score is formatted to show the 'zone' the value appears in within the Risk Matrix. Additional information is also provided to show any impacts a Risk within the selected Risk Register has, and any existing controls and assurances that have been recorded.

The Risks can be interactively filtered by Reference, Name, Owner and any Impacts Risks within that Register might have.

The slicers can be used to filter the report to show a specific Risk, all Risks by Owner or filter by the Impacts.

Date Range: < > Incident Category: Select options Search for a Risk:  Owner: Inphase Consultancy Impacts On...: All 2 selected

URN	Reference	Risk Name	Description	Impacts On...	Open Details	Inherent score	October 2022								
							RM01 Risk Consequence			RM02 Risk Likelihood			RM03 Risk Rating		
		Score	Target	Assessm	Score	Target	Assessm	Score	Target	Assessm					
#RM0000000013		Risk 00000005	This is a test Risk	Corporate			3	2	▲	3	2	▲	9	12	★
#RM0000000014		Risk 00000006	Just another test	Corporate			4	2	▲	2	2	★	8	8	★
#RM0000000095		Risk 00000087	Examples risk 01	Corporate			5	2	▲	5	2	▲	25	16	▲
#RM0000000096		Risk 00000088	SDKJhksdjhfsdskf	Corporate			5	2	▲	4	2	▲	20	15	▲
#RM0000000097		Risk 00000089	This is a test	<ul style="list-style-type: none"> <li>Clinical Quality and Patient Safety</li> <li>Corporate</li> </ul>			3	2	▲	3	2	▲	9	5	▲
#RM0000000098		Risk 00000090	Example Risk 90909	Corporate			5	2	▲	3	2	▲	25	15	▲
#RM0000000099		Risk 00000091	Add Demo Risk	Corporate			4	2	▲	3	2	▲	12	15	★
#RM0000000100		Risk 00000092	This is a demonstration Risk	Corporate			2	2	★	2	2	★	4	6	★

All the Risk details can be interrogated further, by right clicking on a Risk and selecting ‘Open Details’.

### Actions Register Report

This report will populate to show a tracker for all Actions associated to a Risk within that Risk Register, along with the percentage complete value. The Actions are grouped by the Risk they are associated to. The Actions can be interactively filtered by Risk Name, Owner, Stage, Priority and Org Unit.

**Risk Name**

**Owner**

**Stage**

Blocked
Completed
In Progress
Not Started

**Priority**

High
Normal

**Org Unit**

**Report Pattern**

Report Range: < >

Risk Name	Action Name	Action Description	Open Details	Sun 30 Sep					
				Performance	% Complete	Start Date	Due Date	Completed (est) Date	Action Update
Failing to achieve regulatory Quality and Safety standards	<input checked="" type="checkbox"/> Results of the Self Assessment and Peer Review Program.		<input type="button" value="Open Details"/>	▲	31%	01/06/2018	01/10/2018	01/10/2018	
	<input checked="" type="checkbox"/> Thematic Review of SIRis and it's relation to Risk		<input type="button" value="Open Details"/>	★	0%	01/06/2018	01/10/2018	01/10/2018	
Failing to Deliver the Trust Financial Control	<input checked="" type="checkbox"/> Management of education program on financial stability.	Management of education program on financial stability.	<input type="button" value="Open Details"/>	★	61%	01/06/2018	01/10/2018	01/10/2018	
<ul style="list-style-type: none"> <li>• Failing to Deliver the Trust Financial Control</li> <li>• Failing to achieve regulatory Quality and Safety standards</li> </ul>	<input checked="" type="checkbox"/> Workforce plan to focus upon retention to maximize patient care.	Plan in draft stage - needs refinement and additional input from HT.	<input type="button" value="Open Details"/>	▲	75%	01/06/2018	01/10/2018	01/10/2018	
	<input checked="" type="checkbox"/> Agree a set of standards from the latest staff survey.	Agree and monitor the HR KPI's from the latest staff survey, implementation of the HR staffing dashboard.	<input type="button" value="Open Details"/>	★	100%	01/06/2018	01/10/2018	01/10/2018	
Inadequate Organisational Training and Development.	<input checked="" type="checkbox"/> Relocation of Development and Education team to Mansion Centre Hospital.	Relocation of Development and Education team to Mansion Centre Hospital. Implementation of Clinical Centre of Excellence, classroom fit out and breakout room to be completed.	<input type="button" value="Open Details"/>	?	70%	01/06/2018	01/10/2018	01/10/2018	
Risk: Example Beds	<input checked="" type="checkbox"/> Example Beds Action		<input type="button" value="Open Details"/>	?	0%	29/09/2018	19/12/2018	19/12/2018	
Underperform Key Access Standards / NHSI Sustainable Performance Investigation	<input checked="" type="checkbox"/> Business case for additional monitoring of PTL	To be completed.	<input type="button" value="Open Details"/>	▲	65%	01/06/2018	01/10/2018	01/10/2018	

All the Risk details can be interrogated further, by right clicking on a Risk and selecting ‘Open Details’.

### Risk Detail Report

This Risk Detail report allows you to select a Risk Register and a Risk associated with that Register from the dropdown.

Details about the Risk, and Impacted Objects (if any), along with the latest narrative. The Risk Matrix shows how the Risk has plotted for the current and previously completed reported period; these can interactively be turned on/off. The Risk trend shows the movement of the Risk Rating score for the last year.

Home Risks Risk Reports Update Edit New Risk Add New Risk

Risks, Controls & Actions Risk Registers Corporate Risk Register Actions Register Controls Register Risk Detail High Rated Risks

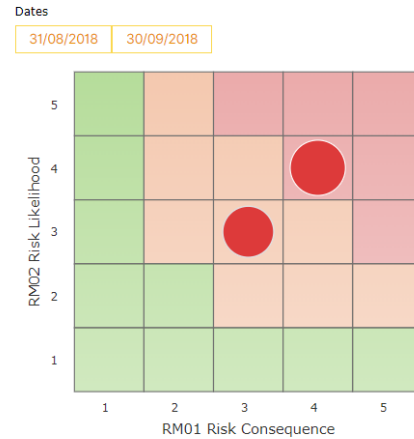
## Covid Winter Fourth Wave Impacting Service

This report is a one-stop-shop for all information about an individual risk.  
To get started, simply select a risk register followed by the risk from the pickers above.

### Risk Information

Risk Name	Covid Winter Fourth Wave Impacting Service
URN	#RM0000000035
Reference	GP01
Risk Description	Escalation of Covid cases being predicted in January to March putting increased pressure upon all services and facilities.
Risk Approach	Do More
Risk Category	Economic
Owner	John Smith
Org Unit	Corporate
Other Stakeholders	Susan Bunsen
Start Date	01/05/2018
Closure Date	not set
Inherent Likelihood Score	4
Inherent Consequence Score	1
Inherent Score	10

### Risk Matrix



The Summary of Controls and Assurances free-text area is also shown so these can be viewed as well as the option to add/update comments to the Risks about what else could be done to provide control and assurance is shown.

As well recording control and assurance information, you can add a Risk Mitigation Action by the clicking the **'Add Activity'** button, (see section 4.3) as well as update the Percentage Complete, Action Due Date, Assessment and add Comments for each Task / Activity.

The report will also show a Gantt timeline for all Actions associated to the Risk, along with the percentage complete value. The Actions can be interactively filtered by Risk Name, Owner, Stage, Priority and Org Unit. In addition, all overdue Tasks are shown in a Performance Card visualisation.

### What We Are Doing

#### Current Actions

Owner: All 2 selected | Stage: In Progress, Not Started | Priority: High, Normal | Org Unit: Corporate | Report Pattern: | Report Range: < >

Action Name	Owner	Open Details	Percentage Complete	Sat 31 Mar	Mon 30 Apr	Thu 31 May	Sat 30 Jun	Tue 31 Jul	Fri 31 Aug	Sun 30 Sep	Wed 31 Oct	Fri 30 Nov	Mon 31 Dec	Thu 31 Jan	Thu 28 Feb	Sun 31 Mar	Tue 30 Apr	Fri 31 May	Sun 30 Jun
Results of the Self Assessment and Peer Review Program.	Bill Root	ⓘ	31%																
Thematic Review of SIRis and it's relation to Risk	Jane Matthews	ⓘ	0%																
Workforce plan to focus upon retention to maximize patient care.	Jane Matthews	ⓘ	75%																

#### Overdue Actions

31%

Results of the Self Assessment and Peer Review Program.

01-JUN-18 TO 01-OCT-18

0%

Thematic Review of SIRis and it's relation to Risk

01-JUN-18 TO 01-OCT-18

75%

Workforce plan to focus upon retention to maximize patient care.

Plan in draft stage - heads refinement and additional input from MT.

01-JUN-18 TO 01-OCT-18

All Actions details can be interrogated further, by clicking on **'Open Details'**.

