Risk Scoring Matrix

Appendix 4

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Patient | Reputational | Financial | Workforce | Legal / Regulatory\* |
| **Prolonged failure or severe disruption** of **multiple** servicesMultiple deaths caused by an event**; major impact** on patient experience | **Widespread permanent loss of patient trust and public confidence** threatening the Trust’s independence / sustainabilityHospital closure | **>£5m** directly attributable loss / unplanned cost / reduction in change related benefits | Workforce experience / engagement is **fundamentally undermined** and the Trust’s reputation as an employer damaged | Breach of regulationTrust put into Special Administration / Suspension of CQC registrationCivil/Criminal **Liability > £10m** |
| **Prolonged failure or severe disruption** of a **single** patient serviceSevere permanent harm or death caused by an event**Significant impact** on patient experience | **Prolonged** adverse social / local / national media coverage with **serious impact** on patient trust and public confidence | **£1m - £5m** directly attributable loss / unplanned cost / reduction in change related benefits | **Widespread material impact** on workforce experience / engagement | Breach of regulation likely to result in enforcement actionCivil/Criminal **Liability < £10m** |
| **Operation of a number** of patient facing services is disruptedModerate harm where medical treatment is required up to 1 yearTemporary disruption to one or more CSUsResulting in a poor patient experience | **Sustained** adverse social / local / national media coverage with **temporary impact** on patient trust and public confidence | **£100k - £1m** directly attributable loss / unplanned cost / reduction in change related benefits | **Site material impact** on workforce experience / engagement | Breach of regulation or other circumstances likely to affect our standing with our regulators.Civil/Criminal **Liability < £5m** |
| **Operation of a single** patient facing service is disruptedMinor harm where first aid required up to 1 month.**Temporary service restriction****Minor impact** on patient experience | **Short lived** adverse social / local / national media coverage which **may impact** on patient trust and public confidence in the short term | **£50k - £100k** directly attributable loss / unplanned cost / reduction in change related benefits | **Department / CSU material impact** on workforce experience / engagement | Breach of regulation or other circumstances that may affect our standing with our regulators, with minor impact on patient outcomesCivil/Criminal **Liability < £2.5m**. |
| **Service continues with limited/no patient impact** | **Short lived** adverse social / local / traditional national media coverage with **no impact** on patient trust and public confidence | **£Nil - £50k** directly attributable loss / unplanned cost / reduction in change related benefits | **Material impact** on workforce experience / engagement for a **small number of colleagues** | Breach of regulation or other circumstances with limited impact on patient outcomes.Civil/Criminal **Liability < £1m**. |

**Somewhat Likely**

**Possible**

**Unlikely**

**Very Likely**

**Extremely Unlikely**

**Likelihood**

2

5

4

3

1

**Minor**

**Moderate**

**Severe**

**Consequence**

4

3

**Limited**

2

1

**Catastrophic**

5