

## SHOT office contact details



[shot@nhsbt.nhs.uk](mailto:shot@nhsbt.nhs.uk)



0161 423 4208



[www.shotuk.org](http://www.shotuk.org)



@SHOTHV1

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. Existing reporters can be amended on the same tab by deleting the old entry and adding a new one

### 2. Can I report good practice and learning following an incident?

Yes, Acknowledging Continuing Excellence (**ACE**) was introduced as a reporting category in 2021, with the dual aim of recognising exceptional practice by teams or departments and provide other reporters with innovative solutions to previous adverse events. Further details can be found under the [ACE reporting section](#) on the SHOT website

### 3. 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. This link may take a few minutes to generate. To avoid duplication, much of the data populated on SABRE will be transferred across to the SHOT database

### 4. 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 it may be SHOT-reportable and therefore the questionnaire will still need 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

### 5. 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 if available

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

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

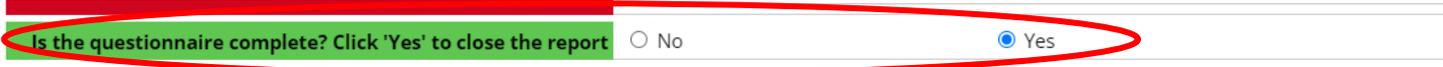
Any attachments added to the SABRE system on the SAE/SAR page, will be copied across to the SHOT database and appear on a page called '**Footnotes**'. This page will only exist if an attachment has been uploaded to SABRE. You can also add attachments on the '**Procedural review**' page within the SHOT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

Has the anonymised RCA/Investigation been shared by

Upload to SABRE (MHRA)

Please upload any relevant documents eg Root Cause Analysis



- 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 'Reporting' <https://www.shotuk.org/reporting/> The [SHOT or NOT guide](#), available as a SHOT Bite on the website may also help you categorise an incident
- 9. An incident has occurred in our organisation, 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** or email the SHOT team using [shot@nhsbt.nhs.uk](mailto:shot@nhsbt.nhs.uk)
- 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. An email confirming the withdrawal with explanatory reasons will be sent for your information
- 11. I have reported something in error/duplicate**  
Reports submitted in error/duplicated can be withdrawn by contacting the SHOT office at [shot@nhsbt.nhs.uk](mailto:shot@nhsbt.nhs.uk)
- 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
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- The screenshot shows a green bar with the text "Is the questionnaire complete? Click 'Yes' to close the report". Below this bar are two radio button options: "No" and "Yes". The "Yes" option is selected, indicated by a blue dot. A red oval highlights the entire prompt area.
- 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, there should be 1 report submitted for each patient affected.
- 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