

Forton Medical Centre

## Significant Event Audit

Significant Event (brief description of the event)

Complaint: Concerning Patient Number 21522

Date of Incident: 20.6.05

This patient booked in to see the Practice Nurse at 0830. Was seen by the nurse at 0845. The Nurse gave the patient an appointment to see the Duty Doctor & was told that he shouldn't have to wait long.

At 1000 the patient asked how much longer he would have to wait & was told there was 3 patients in front of him.

The patient declined to wait any longer & was instead given an appointment at 1645 that day.

The patient's complaint is that this same GP always runs very late & this was not the first time he'd had to wait an a long time to be seen.

### 1. KEY ISSUES ARISING FROM DISCUSSION

Information for patients when delays are inevitable

### 2. POSITIVE POINTS

The patient was seen on the same day by another GP

Patients are regularly kept informed by the Receptionists when the GPs are running late - & in the case of the Doctor in this incident patients can telephone the Practice before leaving home to ascertain whether he's running late - & if so to delay their arrival.

### 3. AREAS OF CONCERN

Lack of information from the Practice Nurse about any delay the patient might experience when they have been added to the GPs list by the nurse.

**4. SUGGESTIONS TO PREVENT RECURRENCE**

Patients must be informed of any possible delays in waiting to see the GP.

**5. ACTION TO BE TAKEN**

The Practice Manager will inform the Senior Practice Nurse about this incident & pass on a copy of the complaint.

The Senior Nurse will inform all the Nurses that when they make the decision to refer a patient on to the GP they must advise the patient if any delay is likely.

**6. BY WHOM**

The Practice Manager & the Senior Practice Nurse

**7. REVIEW DATE**

30<sup>th</sup> January 2006