

Forton Medical Centre

Significant Event Audit

Significant Event (brief description of the event)

Complaint: Concerning Patient Number 21530

Date: 3.8.05

The patient had a fall in the evening & when the paramedics arrived they said he had cracked ribs & not a lot could be done for cracked ribs & left him on the proviso he got some help from his GP in the morning. The patient phoned the surgery next day & explained to the duty doctor that he was unable to get out of bed or get himself dressed as he had cracked his ribs. The GP advised him to take paracetamol for the pain. Next day the patient was admitted to QA with extreme pain & swelling in his stomach & as he has factor 10 deficiency thought he was bleeding internally. The patient felt that the GP at his surgery had not given him the chance to explain that he has multiple sclerosis & the GP had been unsympathetic.

1. KEY ISSUES ARISING FROM DISCUSSION

How the GPs should be dealing with giving telephone advice.

2. POSITIVE POINTS

After the GP wrote in response to this patient's complaint the patient replied apologising & saying he had not meant to imply that the doctor had been insensitive. He now put the episode down to having had a bad week.

3. AREAS OF CONCERN

Communication between the doctor & the patient.

4. SUGGESTIONS TO PREVENT RECURRENCE

When a telephone consultation takes place between the GP & the patient, the patient needs to be advised that if their condition gets worse to 'phone again.

5. ACTION TO BE TAKEN

Letter of explanation & apology

6. BY WHOM

GP

7. REVIEW DATE

30th January 2006