

Forton Medical Centre

Significant Event Audit

Significant Event (brief description of the event)

Complaint: Concerning Patient Number 9805

Date: 13.9.05

This patient's niece made the complaint on her behalf concerning the treatment her aunt had received from two GPs in the Practice. The patient felt that not enough was being done about her worsening illness.

1. KEY ISSUES ARISING FROM DISCUSSION

Whether the patient was dealt with appropriately in the Practice.

2. POSITIVE POINTS

Appropriate initial diagnostic investigations were arranged by the GP & treatment given. When the patient returned feeling no better & now suffering severe weight loss the GP utilised the current 14 day cancer referral. All efforts on the patients behalf were felt to be appropriate

3. AREAS OF CONCERN

The unrealistic expectations of the patient in respect of GPs.

4. SUGGESTIONS TO PREVENT RECURRENCE

None

5. ACTION TO BE TAKEN

A letter of explanation & apology to be sent.

6. BY WHOM

The GP

7. REVIEW DATE

30th January 2006