

Significant Event (brief description of the event)

Complaint: Concerning Patient Number 18367

Date: 21 6 05

The parent of this child said he had been unwell with a sore throat & the mother had treated him with Calpol & plenty of fluids. In the early hours of the 21st June the child woke up complaining of pains down the centre of his chest & he was becoming "frantic & panicky". The mother phoned the OOH service & was advised to give him Ibuprofen & to take her son to the GP the next day. Next day the GP examined & assessed the child & said that the signs pointed to a viral infection which do not respond to antibiotics but if he got worse to bring him back. The child worsened that evening, vomiting blood & the OOH service advised he should be seen immediately by them. The parents were unhappy that his own GP had not responded to the seriousness of their child's illness when first seen.

1. KEY ISSUES ARISING FROM DISCUSSION

Escalation or worsening of a medical condition.

2. POSITIVE POINTS

The GP had made a thorough examination of the child (documented on the computer) & advised the parents to bring him back if he got worse.

We have confidence in the way the OOH service deals with our patients after the surgery is closed.

3. AREAS OF CONCERN

Ensuring parents understand that a medical diagnosis is made at the time the patient is seen but that with children in particular a condition can change or escalate in a very short space of time.

4. SUGGESTIONS TO PREVENT RECURRENCE

Making sure that patients/parents are aware that a medical situation can change quite rapidly. That the doctor's diagnosis is made at the time the patient is seen.

5. ACTION TO BE TAKEN

Letter of explanation & apology to the parents.

6. BY WHOM

GP

7. REVIEW DATE

30th January 2006