

Forton Medical Centre

## Significant Event Audit

Significant Event (brief description of the event)

Complaint: Concerning Patient Number 16451

Date of Incident: 14.7.05

This patient had an appointment to be seen by a GP at 1810 but was not called in to the consulting room until 1912 & finally left the surgery at 1940.

It was a hot & humid evening & the waiting room was very warm. The patient had not experienced such lengthy delays with any other GP he has seen in the Practice.

### 1. KEY ISSUES ARISING FROM DISCUSSION

Responding to complaints

### 2. POSITIVE POINTS

The patient said the GP had apologised for the delay when the patient entered his consulting room.

### 3. AREAS OF CONCERN

This GPs time-keeping

**4. SUGGESTIONS TO PREVENT RECURRENCE**

The GP will look at his time-keeping.  
A water dispenser will be provided in the waiting room for our patients

**5. ACTION TO BE TAKEN**

An in-house Time Management course will be arranged for all the Partners on our next TARGET half day closure on 14<sup>th</sup> September 2005.

**6. BY WHOM**

The Practice Manager & the Partners

**7. REVIEW DATE**

30<sup>th</sup> January 2006