

Forton Medical Centre

Significant Event Audit

Significant Event (brief description of the event)

Complaint: Concerning Patient Number 16891

Date of Incident: 23.11.05

The patient came into the surgery at 1215 & said he found that there were no doctors or nurses available at that time.

1. KEY ISSUES ARISING FROM DISCUSSION

The availability of doctors & nurses in the Practice.

2. POSITIVE POINTS

Patients with an urgent need to be seen are catered for during the morning & the afternoon/evening surgery.

3. AREAS OF CONCERN

The patient's perception of the way in which a surgery works & when health care professional are available

4. SUGGESTIONS TO PREVENT RECURRENCE

Ensuring that the Practice Handbook gives details of the service that we offer, how to make routine & emergency appointments & also how to request a home visit when this is required

5. ACTION TO BE TAKEN

A written response to the patient with full details of when our GPs & Nurses are available & the services they offer.

A check in the Practice Booklet to ensure the information is relevant & up to date.

6. BY WHOM

The Practice Manager

7. REVIEW DATE

30th January 2006