

**Significant Event (brief description of the event)**

Complaint: Concerning Patient Number 7858  
Date of Incident: 30.1.06

The patient complained about the 'unacceptable' time he was kept waiting by the GP past his allotted appointment time.

**1. KEY ISSUES ARISING FROM DISCUSSION**

Time keeping.

Poor patient/doctor relationship

Patient extreme frustration with lengthy waits sometimes results in displays of aggressive behaviour towards the Receptionists

**2. POSITIVE POINTS**

The thoroughness of this doctor's style of consultation.

On the day in question this patient was given longer than his allotted time with this doctor.

**3. AREAS OF CONCERN**

Patient dissatisfaction.

Patient frustration being taken out on the Receptionists, sometimes with displays of aggressive behaviour

#### 4. SUGGESTIONS TO PREVENT RECURRENCE

Improvements to this doctor's time management.

#### 5. ACTION TO BE TAKEN

The GP has said he will make more strenuous efforts to try and improve the waiting times without compromising other aspects of quality in care.

The Office Manager will reinforce with the Receptionists the need at all times to advise patients seeing this doctor of the possibility of a delay in being called in for consultation.

In the event that a patient becomes abusive, violent, aggressive or threatening towards our Reception staff the patient will be advised that we have a zero tolerance policy where this is concerned (posters are on display in the waiting room to this effect). Reception staff are to be reassured that they will be supported in this policy

#### 6. BY WHOM

The GP  
The Office Manager  
The Practice Manager

#### 7. REVIEW DATE

3.2.06