

Personal significant event recording

Use a separate form for each event

Date

Describe what happened – did something go wrong?

This is an event which was important to you, either at the time it happened or as a result of something happening at a later date, e.g. was a patient given the wrong test result?

How did it affect the patient?

How did the patient react? How did this affect the patient's treatment? Were they called in urgently for a result that was in fact normal?

How did it affect you?

How has it affected your confidence? What anxiety or concern did this cause you?

How did it affect the practice?

What problems did it create for other people in the practice?

Could it have been avoided?

With hindsight could you have reacted differently or double checked before giving the results to the patients?

Can it be stopped from happening again?

What action needs to be taken? Do you need to revise the practice guidelines for giving results?

What learning or development needs has this highlighted for you personally?

Was this a gap in your knowledge? Do you need more training? Do you need further training on normal values?

What learning or development needs has it highlighted for others?

Was this something that could have happened to anyone giving the result? Has this shown that some of the systems and procedures in the practice need to be reviewed?