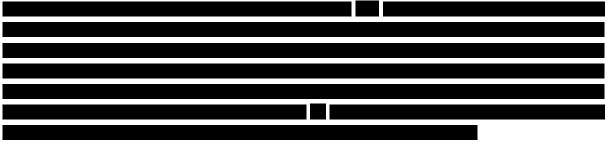


# Patient A



Recommendation:	It is mandatory that all letters are appropriately assigned, read and approved
	by members of the medical team.
Recommendation:	All women with post-menopausal bleeding should be triaged through the
	PMB clinic.

CONCERN: Care was delayed due to incorrect pathway being followed

**RISK RATING:** 

Impact	Likelihood of recurrence	Rating
Moderate (3) Compliance – repeated failure to meet PPPGs i.e. patient followed incorrect pathway and care was delayed	Rare / Remote 1% (1) (audit - 5 patients out of 912 followed incorrect pathway over 6 months period)	3

MITIGATION ACTIONS: Induction, education and audit

**OPEN DISCLOSURE:** Full Open Disclosure with the patient has taken place. All necessary clinical care has been provided and the woman has been advised on what to do if she has concerns in the future.



Patient B

Recommendation:	All women with PMB should be triaged to the PMB clinic.		
Recommendation:	All patients identified as requiring surgery at an outpatient clinic must have a		
	waiting list pro-forma fully completed and submitted to the medical		
	secretaries.		
Recommendation:	If an urgent hysteroscopy D&C is arranged then the formal process of		
	ordering these procedures should be followed – education and training of all		
	new staff within the service is required.		
Recommendation:	OPD letters should be typed with 2 – 4 weeks of a clinic.		

**CONCERN:** Urgent clinical procedure did not take place as planned resulting in delayed care

## **RISK RATING:**

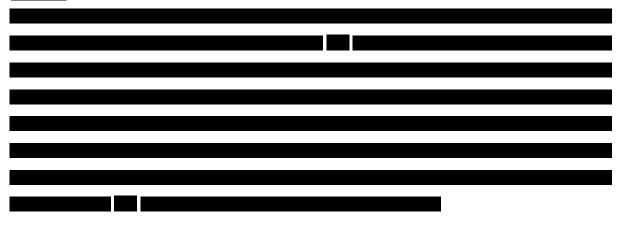
Impact	Likelihood of recurrence	Rating
Moderate (3)		
Compliance – repeated failure		
to meet PPPGs i.e. lost to	Unlikely (2)	6
follow-up and delay in typing		
letters		

**MITIGATION ACTIONS:** Monthly audit of all new gynaecology patient clinical pathways; timely typing of letters

**OPEN DISCLOSURE:** Full Open Disclosure with the patient has taken place. This lady is receiving followup clinical care and advice.



Patient	С
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Recommendation:	All first time patients attending the gynaecology clinic should be reviewed by	
	the Consultant	
Recommendation:	All women with PMB should be triaged to the PMB clinic.	

**CONCERN:** Delay in investigation once PMB disclosed at Gynaecology Outpatient Clinic - (NWIHP Standards - 100% of women managed within 84 days).

#### **RISK RATING:**

Impact	Likelihood of recurrence	Rating
Moderate (3) Compliance – repeated failure to meet PPPGs i.e. patient followed incorrect pathway and care was delayed	Rare / Remote 1% (1) (audit - 5 patients out of 912 followed incorrect pathway over 6 months period)	3

MITIGATION ACTIONS: Consultant to review new patients at clinics, education and audit

**OPEN DISCLOSURE:** Full Open Disclosure with the patient has taken place. All necessary clinical care has been provided and the woman has been advised on what to do if she has concerns in the future.



### Patient D

Recommendation:	All women with post-menopausal bleeding to pursue the clinical pathway of
	the PMB Clinic at Letterkenny University Hospital.
Recommendation:	Education and training of all new staff regarding hospital pathways for triage
	and referral for PMB.

**CONCERN:** Care was delayed due to incorrect pathway being followed – (NWIHP Standards - 100% of women managed within 84 days).

#### **RISK RATING:**

Impact	Likelihood of recurrence	Rating
Moderate (3) Compliance – repeated failure to meet PPPGs i.e. patient followed incorrect pathway and care was delayed	Rare / Remote 1% (1) (audit - 5 patients out of 912 followed incorrect pathway over 6 months period)	3

MITIGATION ACTIONS: Induction, education and audit

**OPEN DISCLOSURE:** Full Open Disclosure with the patient has taken place. Follow-up care has been arranged for this lady and she has been advised on what to do if she has concerns in the future.



# Patient E



*Recommendation:* All women with post-menopausal bleeding to be triaged to the PMB Clinic.

**CONCERN:** There was **no delay** in the experience of care for the patient according to the NWIHP guideline. Concern that patient followed the incorrect pathway so there was potential for delay.

#### **RISK RATING:**

Impact	Likelihood of recurrence	Rating
Moderate (3)	Rare / Remote 1% (1)	
Compliance – repeated failure	(audit - 5 patients out of 912	2
to meet PPPGs i.e. patient	followed incorrect pathway	3
followed incorrect pathway	over 6 months period)	

MITIGATION ACTIONS: Induction, education and audit

**OPEN DISCLOSURE:** Full Open Disclosure with the patient has taken place and ongoing follow-up care is in place.