

11<sup>th</sup> July 2006

**For the attention of Practice Managers and all staff, clinical and non-clinical**

All PCTs are now required by the Department of Health to facilitate incident reporting from their primary care contractors. This letter is to give you details of how you can report incidents occurring in your practice although you should still keep your own records of incidents. This information is not used to point the finger at any individual or practice, but is used in anonymous form to look for trends requiring changes or feedback to avoid similar incidents elsewhere. This has proved useful in medical practices and pharmacy and we hope the same will apply in optometry.

While some incidents may be particular to your practice and may be dealt with on site, it would be of value to the PCT and other practices if you could send information in. Here are some examples of incidents reported from optometry practices in other areas;

- A worried patient attends the practice concerned that their glaucoma follow up has been cancelled for the second time. They have not been seen for 9 months when they were supposedly on 6 month follow up.
- An urgent faxed referral has not been acted on. You have changed your procedures to always follow up with a phone-call to ensure receipt of faxed referrals.
- A patient has accidentally been given the wrong contact lens power.
- A patient has been aggressive to a member of your staff who was alone in the practice at the time.

Please could you discuss this with all your staff and encourage them to be aware of the benefits of sharing experiences to avoid the same problem occurring elsewhere. Please do not email forms containing patient information to the PCT as this is not considered safe. Please fax reports as detailed on the form (only phone in the case of a serious incident.) Please note that the forms are collated to look for trends so if you require some action or advice with regards to a particular incident please phone Practitioner Services or contact the LOC as you normally would.

I enclose a supply of the form and it is also available to download from the LOC website to enable electronic completion and storage if you prefer [www.stockportloc.co.uk](http://www.stockportloc.co.uk).

With kind regards

Susan Parker  
Stockport PCT PEC CG Lead

George Mumford  
Stockport LOC CG Lead