

## Raising concerns case studies

### Case study 1: Practice nurse

Judith took a part time job as a practice nurse at a GP practice when her children began school. Judith had worked for three months when she overheard a female patient telling a receptionist that she did not want to see Dr. Lewis – one of the male GPs – again. The receptionist muttered: “Well, it’s not the first time.” When Judith mentioned this to the other practice nurse, the nurse told her to ignore it. She thought little more about it until the following week when she took a call from another female patient who refused an appointment with Dr. Lewis. Judith knows that there have been cases of a doctor abusing female patients and feels she ought to do something.

#### **Stop here**

Ask staff what they think Judith should do.

When Judith saw a poster in the surgery about raising concerns, she called Public Concern at Work (PCaW) to ask whether she should tell the GMC or the senior GP. PCaW suggested it might be better if she spoke to the practice manager first. PCaW advised that she have a quiet word with the practice manager first, explaining that with little evidence she may have things out of perspective.

Judith decided to do this and talked to the practice manager, who had thanked Judith for coming to see him. He assured her that there had been no complaints and that Dr. Lewis’s patient list was no different to any other. However, he said he would make a note of the issue and keep an eye on things, and if Judith had any future concerns to let him know as soon as possible