

## Appendix B

### GRADED RISK TOOL

- C1.** No risk to patient but patient not confident in doctor's assessment (e.g. patient complains about consultation with doctor but no evidence of fault in treatment).
- C2.** No clear evidence of increased risk to patient but some fault in management of consultation (e.g. patient complained RN treated wound differently from other RNs and believed this caused wound infection).
- C3.** Clinical error without significant harm to patient (e.g. Incorrect vaccine given to child)
- C4.** Injury or significant risk of injury to patient through omission or commission (e.g. recall for abnormal pap smear entered incorrectly by doctor -> no recall).
- C5.** Potential life threatening clinical event (e.g. missed diagnosis of facial cellulitis in a child).
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- B1.** Patient unhappy but no breakdown in practice protocols (e.g. patient upset when asked if relatives attend practice and advised this information not able to be revealed due to patient privacy).
- B2.** Patient unhappy with a situation that could have been handled better by surgery but no significant medico-legal risk (e.g. patient complained doctor had not rung wife about results. No new results but patient concern could have been handled better).
- B3.** Patient unhappy with some fault in practice procedures (e.g. patient attending for aviation medical left as too many people coming into nurses room when having an ECG).
- B4.** Patient unhappy because of significant fault /breakdown in practice procedures (e.g. referral for patient B inadvertently posted with referral letter for patient A. Patient A delivered letter to patient B. Patient B complained about breach of privacy).
- B5.** Practice cause of serious injury to patient (e.g. No such incidents reported but such an incident could be a staff member attacking a patient).
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- O1.** Minor incident which did not cause harm to patient or staff and which could not have been prevented by practice ( e.g. Nonsensical printed material given to reception with slightly threatening tone – handed over to Camp Hill Police).
- O2.** Minor incident causing minor harm to patient or staff member which could not reasonably have been prevented by practice (e.g. Patient got splinters from car park floor).
- O3.** More significant incident that could potentially have led to harm to patient or staff member (e.g. patient presented requesting pain medication and needles and later found going through the practice medical waste bin).
- O4.** A significant risk to patient or staff that could not reasonably have been prevented (e.g. unprovoked abuse/bullying of a staff member by a patient).
- O5.** A serious risk or injury to patient or staff that requires immediate action (e.g. No such incidents but an example would be a physical attack from a patient to a staff member).