

Rapid Learning from Covid-19 Related Serious Incident

Summary of Incident

A patient died with their death thought to be related to Covid-19. The patient had been assessed by the GP Practice Clinicians during 3 separate telephone consultations in the week prior to their death.

Concerns Identified

The patient was treated for an ear infection on the 1st consultation, however there was no evidence in view of the current pandemic of possible Covid-19 symptoms being explored on this consultation. On the 2nd Consultation, the patient was displaying Covid-19 related symptoms, however they were not offered a face to face consultation and their past medical history not considered, including their raised BMI. On the 3rd consultation the patient was advised to self-isolate due to worsening Covid-19 related symptoms. Again, a face to face consultation, was not evidenced to be considered or offered to the patient.

Summary of Concerns

- Documentation was poor overall.
- Lack of consideration of Covid-19 symptoms in conjunction with the patient's past medical history and current presentation.

Key Lessons Learnt/Recommendations

- For Clinicians to be aware regarding of specific risk factors in relation to Covid-19: Obesity-related conditions seem to worsen the effect of COVID-19 and increases the risk of Covid-19 complications.
- Local guidance relating to management of potential Covid-19 patients to be updated promptly when national guidance changes.
- Criteria to be clearly included in local guidance regarding arrangements for face to face Consultations in potential Covid-19 positive patients.
- For BMI checks to be incorporated into either electronic systems or Covid-19 checklists and to be used on Consultations with appropriate actions to be taken for patients with raised BMI if displaying Covid-19 symptoms.
- Raise awareness of accurate record keeping and the importance of assessing and documenting of positive and negative findings. BMI should be considered when assessing patients.

