

When things go wrong in eye care

Be honest with patients



PAUL COURTRIGHT

- Explain the risks and possible visual outcomes of the procedure.
- Obtain written consent from the patient.
- Keep accurate records of all the care given to a patient.
- If something goes wrong, tell the patient as soon as possible.

Say that you are sorry



WAVEBREAKMEDIA

- Saying that you are sorry makes a big difference to the patient.
- It does not mean that you are at fault, or that you accept legal liability. A sincere apology may reduce the risk of legal action.
- When you apologise, explain what went wrong, how you will minimise or rectify the damage caused and how you plan to ensure no-one else will be harmed.

Support others and keep on learning



SHAFIQU-LAM KIRON/SIGHTSAVERS

- Create a working environment where it is safe to admit mistakes.
- Support health workers who have been involved in a medical error.
- Record and investigate errors so you and your team can learn from them and prevent future errors.
- Invite an external review if you need more input.
- Keep up to date with your professional and legal responsibilities.