

Always Be  
On Your  
Best  
Behaviour!

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POWERPOINT BY AOIBHA

**iCET**

CONTINUING  
EDUCATION & TRAINING

# In your groups list the 19 standards

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# How do these standards apply in day to day practice?

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We're Going To Look At 3 Scenarios  
And Discuss The Following:

- What standards have been breached?
- What are the potential implications for those breaches with regards to patient safety?
- How should the registrant have behaved differently?
- What circumstances could have led to the registrant to behave in this way?

# Scenario 1

A registrant who has been convicted in court of being in possession of a controlled substance. The registrant re-applies for GOC membership the following year but does not disclose the conviction. The conviction is then brought to light and a fitness to practice hearing is scheduled. Despite numerous attempts to contact the registrant they are unresponsive to letters sent summoning them to the hearing but continue to practice.

- What standards have been breached?
- What are the potential implications for those breaches with regards to patient safety?
- How should the registrant have behaved differently?
- What circumstances could have led to the registrant to behave in this way?

# Scenario 2

A complaint comes in from a patient's family member after their elderly mother was referred to HES for suspected Glaucoma after seeking a second opinion from another practice. The initial test which took place 3 months prior to the second opinion made no initial reference to Glaucoma and the patient doesn't recall any conversation about it. Upon hearing of the complaint the registrant checks the records as they are sure they mentioned it to the patient but wanted to monitor again, hence a shorter recall. The optom then adds a note into the records saying that they advised a shorter recall to monitor.

- What standards have been breached?
- What are the potential implications for those breaches with regards to patient safety?
- How should the registrant have behaved differently?
- What circumstances could have led to the registrant to behave in this way?

# Scenario 3

The husband of a px comes in to enquire if his wife's spectacles are ready to collect. The DO advised that they were still on order but should be here in a few days. The husband then asks to confirm which mobile number you have on record and to double check to see if she had updated the new address. The DO reads out the address and mobile number to the husband.

- What standards have been breached?
- What are the potential implications for those breaches with regards to patient safety?
- How should the registrant have behaved differently?
- What circumstances could have led to the registrant to behave in this way?