

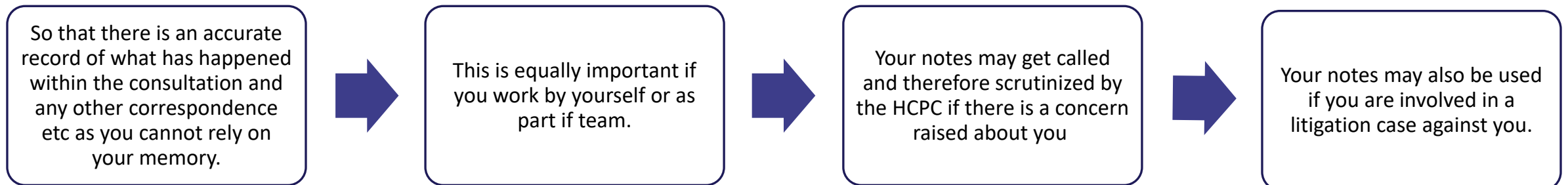


ROYAL COLLEGE
of PODIATRY

The Importance of Record Keeping



Why is record keeping so important



What should be recorded in the patient notes?

- Date
- Time
- What the patient is complaining of
- Observations
- Treatment
- Plan
- Any telephone conversations
- Any correspondence with the patient including emails
- Medical history – no empty gaps
- Sign notes at the end of your treatment
- If it is not recorded it has not been done

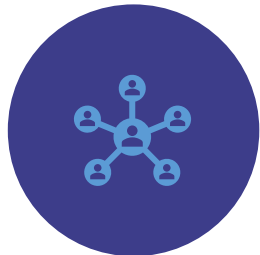
Patient Complaints



When a patient complains please ask for our support.



We often ask for the patient notes in order to assist you.

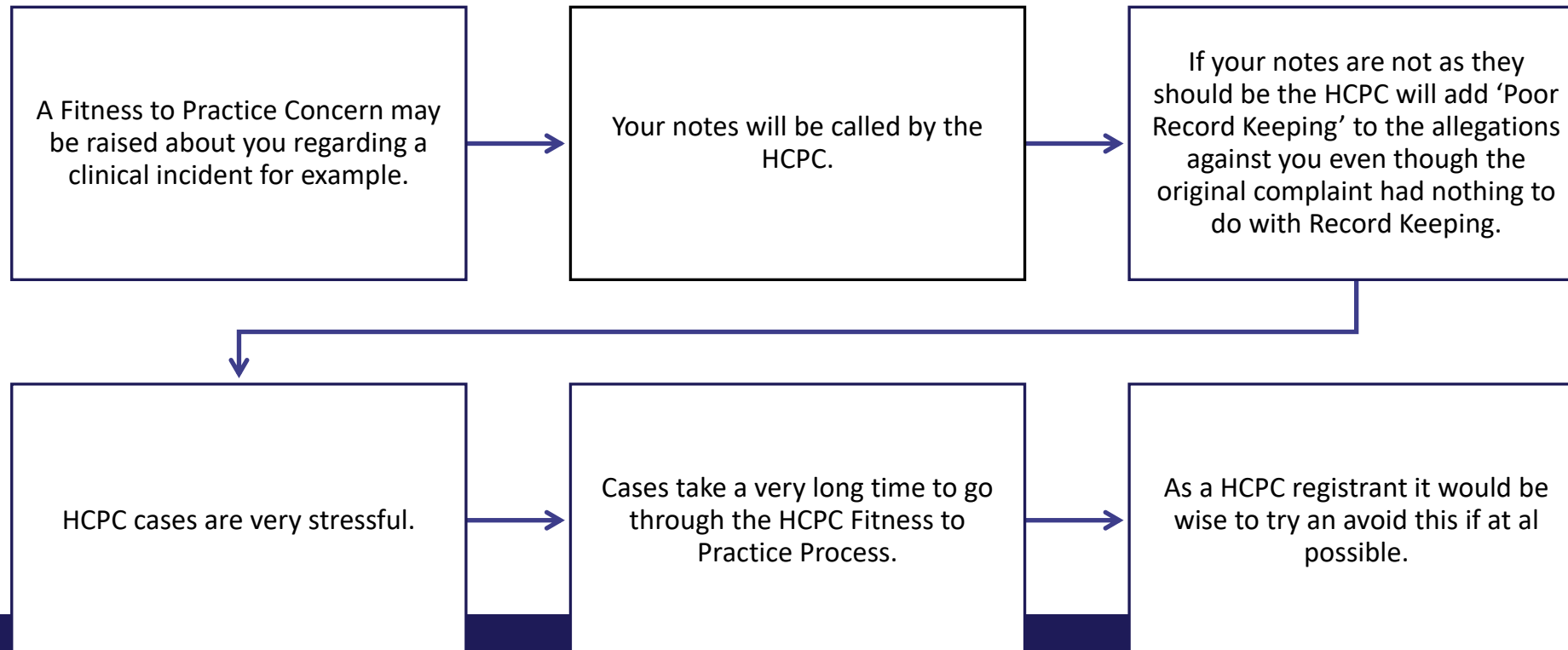


Patient complaints have the potential to turn into HCPC Fitness to Practice Concerns or Litigation cases or both. Both of these routes are very stressful and can take years to complete.



If your notes are of a good standard then this it is a lot easier to defend your case.

HCPC Fitness to Practice Concerns





In Professional Support we see lots of patient records.



It is rare for us to see a good set of notes without anything missing.



Even if you think you are writing good records sometimes you still may be falling short of the standards.



Having a good set of notes helps us defend you and therefore keeps our costs down and therefore keeps your membership fees down!

What can you do



Attend the concurrent session today at 11am 'Record Keeping: Best practice for undertaking an audit of your patient records'
And 1pm 'You don't know what you don't know – learning from mistakes' – we will touch on Record Keeping



Read the Clinical Standards particularly on Record Keeping (Standard 5), Consent and Confidentiality



Complete our online course on our website via TALUS



Attend a virtual Record Keeping Course **13th March 2024** **23rd September 2024** **27th June 2024**
We can also provide the course for NHS Trusts, Branches or Clinics.

Weightmans

Weightmans

Laura Honeybourne
Principle Associate Solicitor
laura.honeybourne@weightmans.com

Who am I and who are Weightmans?

- Solicitor defending healthcare professionals for 16 years
- Weightmans Solicitors (formerly RadcliffesLeBrasseur Solicitors)
- We have acted for The Royal College of Podiatry for eight years

Cases we have assisted The Royal College of Podiatry with

- Approximately 240 cases since 2015
- Patient complaints, claims and HCPC referrals
- Patients are proactive and knowledgeable about how to challenge advice or treatment provided

What experience shows

- I have considered hundreds of sets of records across different healthcare professions over 16 years
- In terms of The Royal College of Podiatry cases Weightmans have assisted with, approximately 95% do not meet the standards required
- Lack of detail in the records is a hindrance to defending complaints, claims and cases before the HCPC
- Themes common with other healthcare professions

Example record

JB

1 Crown Court, Hamilton, Sussex, DOB 1/2/85

4/5/21 Painful big toe

Medial

Removal of hard skin. B/N filed.

Review when required GHF

23 November

Ditto GHF

Melanoma cases

- Rare but 2 recent melanoma cases
- Melanoma cases tend to relate to an alleged failure to pick up on suspicious lesions and make a prompt referral
- Given the potential for an amputation or a fatal outcome, they can understandably be higher value claims
- Aware many other conditions may mimic melanoma (bruises, split nails and discoloured areas) and that is one of the reasons why the records are so important

Expert evidence

- As part of defending allegations, we seek expert evidence from podiatrists, GPs, dermatologists and oncologists amongst others
- Those experts are assisted by details in the records such as the presentation and measurements of the nail or area of concern
- The more detail in the notes the easier to ascertain when conditions such as melanomas might have first presented
- Photographs (taken with the patient's consent) are invaluable and provide a contemporaneous picture of the area of concern

Key takeaways

- Would the notes make sense to you if you were the subsequent treating podiatrist?
- Are you confident the notes would assist you in defending yourself in a patient complaint, negligence claim or HCPC referral?
- Write more detail than you think you need to
- Measurements, descriptions and photographs of areas of concern are invaluable
- DOCUMENT your thought process in the records – the amount of time this could save you in the long run is worth the extra effort at the time

Questions

- Any questions?
- laura.honeybourne@weightmans.com