

## The patient's "story": an examination of patient-reported safety incidents in general practice.

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Madden C, Lydon S, Murphy AW, et al. The patient's "story": an examination of patient-reported safety incidents in general practice. *Fam Pract.* 2022;39(6):1095-1102. doi:10.1093/fampra/cmac033.

<https://psnet.ahrq.gov/issue/patients-story-examination-patient-reported-safety-incidents-general-practice>

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Patient [complaints](#) and patient-reported incidents can help identify safety issues. This study compared clinician perceptions and [patients' accounts](#) regarding patient safety incidents and identified a significant difference in perceptions about incident severity. Patients' accounts of incidents commonly described deficiencies related to communication, staff performance, compassion, and respect.