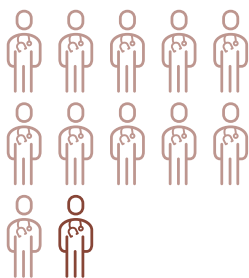


GPs in Focus (Non-Procedural)

This report brings together key data and practical case studies to provide insight into the risks, trends and opportunities shaping your field today. It is designed to help you benchmark your experience, strengthen decision making and highlight actionable ideas that support safer, more confident practice.

Incidents & Claims Insights | 1 July 2023 — 30 June 2026

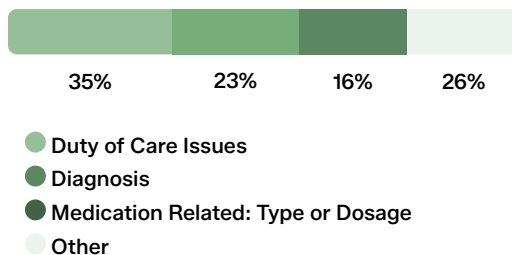


1 in 12

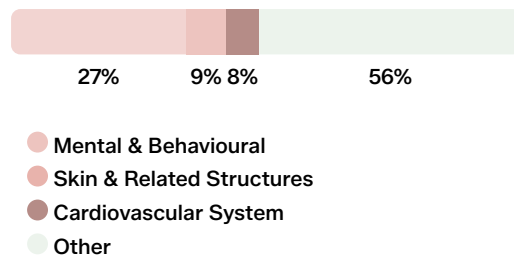
Non-Procedural GP members notified MDA of a medico-legal case in 2026.

This is down from **1 in 11** in 2025 and **1 in 10** in 2024.

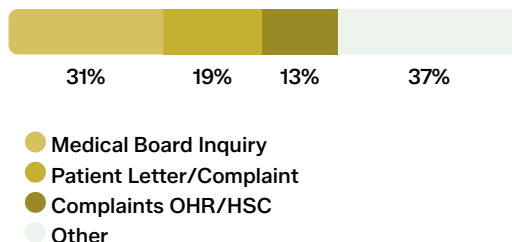
Top 3 Incident Types



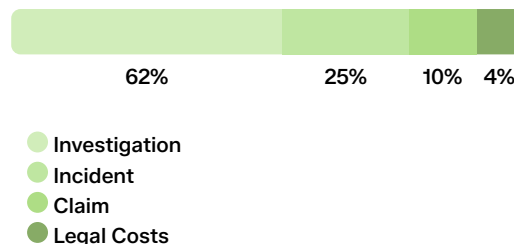
Top 3 Injury Types



Top 3 Claim Types



Top 3 Case Types



➤ Key themes from MDA National case data



Doctor behaviour towards patients

Complaints about poor behaviour commonly include allegations of members being rude, abrupt, condescending or judgemental, and cite a lack of care, inappropriate comments or dismissing patient concerns.

Good communication techniques are critical to better doctor-patient relationships:

- Your style and approach can impact patient perception of care
- Awareness of body language, personal biases and cultural differences can prevent negative interactions
- Consider a patient's perspective:
 - Allow space for questions and discussion
 - Communicate delays and administrative complications ahead of time
- Recognise 'red flags' in patients, train staff in de-escalation techniques and document difficulties.



Diagnosis

Nearly one quarter of patient complaints related to diagnosis, including tests not being conducted, incorrect analysis of results and a lack of follow-up. Often, patients went to the additional effort of seeking other medical advice, resulting in stress and anxiety.

Strategies that can potentially manage these types of incidents include:

- Communication of significant, unexpected or urgent after-hours findings
- Documented and timely communication and follow-up with patients, as well as other medical professionals
- Workload management, ensuring appropriate time given to each patient/case
- Effective and efficient referral process to other specialists.

➤ Case Scenario*

An MDA member saw a patient, who presented with a lump on the right shoulder area.

The member allegedly advised lump was only a cyst.

The patient was later diagnosed with stage 3 melanoma, which had already metastasised to the lymph nodes.

The matter was reported to Ahpra, who issued a notification alleging delayed diagnosis of melanoma.

- ▶ MDA assisted the member with their response to Ahpra.
- ▶ The response included evidence of the member undertaking MDA's *Noteworthy* education course.
- ▶ The CPD-accredited course demonstrated to Ahpra a level of reflection and learning by the member.
- ▶ Ahpra took no further action.

➤ Looking for more info?

MDA has practical resources to support you across medico-legal areas like consent, medical documentation and complaints. Explore the links below or check out our [full range of educational materials](#).

Case Studies & Articles

- [Physical examinations how to avoid misunderstandings](#)
- [More is Missed by Not Looking](#)
- [The Second Opinion](#)
- [Is it time for a second opinion](#)
- [Close Encounters of the Patient Kind](#)
- [Referrals 101](#)
- [Managing patient complaints](#)
- [Ahpra complaints checklist](#)

Learning Activities

- [Noteworthy: The how, what, where and why of medical documentation](#)
- [Informed consent challenges](#)
- [Introduction to Open Disclosure](#)
- [AI scribe tools in record management](#)
- [The challenging emotions of difficult news](#)
- [Professional boundaries in healthcare](#)
- [Intimate examinations: Respect and responsibility](#)
- Check the MDA National [LMS Catalogue](#) for online and face to face workshop dates and times.

Early notification ensures that tailored advice and support are available when you need it most. It also helps us prepare effectively should the matter progress.

Members have access to individualised advice and support and member benefits. Non-members have limited access to our library of resources and education content.

Please contact advice@mdanational.com.au or call us on 1800 011 255 for more information. Members can access our **Member Online Services** or **LMS** for information and education content.

➤ Want more tailored information?

Scan QR code or visit mdanational.com.au/specialist/



*The case study is based on actual medical negligence claim or medico-legal referral; however certain facts have been omitted or changed by the author to ensure the anonymity of the parties involved. This report contains general information only. We recommend you contact your medical defence organisation or insurer when you require specific advice in relation to medico-legal matters. The MDA National Group is made up of MDA National Limited ABN 67 055 801 771 and MDA National Insurance Pty Ltd ABN 56 058 271 417 AFS Licence No. 238073. 8553.2