

Responding to a SAC 1 or SAC 2 Event in General Practice

Healing, Learning and Improving from Harm — National Adverse Events Policy 2023 (HQSC) · RNZCGP Foundation Standard 13.3

1

Recognise the event

Identify the harm (adverse) event or near miss and make the patient safe — provide immediate clinical care and secure equipment, records and medications.

2

Assign a provisional SAC rating

Use the Primary Care SAC tool. SAC 1 = severe (death or severe loss of function / lifesaving intervention); SAC 2 = major (major loss of function / significant intervention). See [HQSC primary care examples](#)

3

Open disclosure with consumer & whānau

Acknowledge what happened, give an honest explanation and a sincere apology, and involve the consumer and whānau throughout (HDC Code, Right 6). Best practice is to meet with the patient/whānau.

4

Notify & report – Part A (≤ 30 working days)

Notify Pinnacle and Te Tāhū Hauora HQSC, and submit the harm event brief Part A within 30 working days of notification. [HQSC Portal user guide](#)

5

Conduct a learning review

Run a structured review (learning review / RCA) with consumer & whānau input to understand contributing factors, and confirm the final SAC rating. [HQSC learning review](#)

6

Submit findings – Part B (≤ 120 working days)

Send the review findings and recommendations to HQSC via Part B within 120 working days of notification.

7

Learn & improve

Implement system and process changes, update the adverse event register, complete the RNZCGP SAC 1 & 2 review tool, and share learnings at clinical governance. [RNZCGP review tool](#)
Note this will be needed at your next foundation standard assessment.