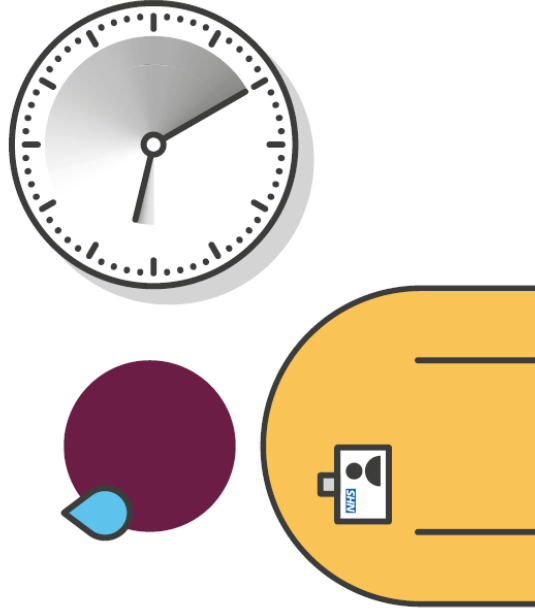


# Operational failures in general practice

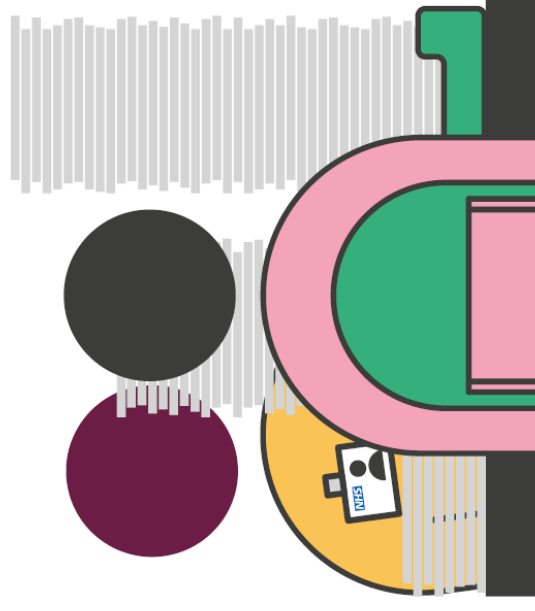
General practitioners (GPs) are pressed for time. Their workloads are increasing and burnout is on the rise.



System-level errors called 'operational failures' can put even more pressure on GPs by adding to the time it takes to complete clinical tasks.



Operational failures delay getting things done, increase risk, and interfere in the doctor-patient relationship.



Sinnott C, Georgiadis A, Park J, Dixon-Woods M. Impacts of Operational Failures on Primary Care Physicians' work: A Critical Interpretive Synthesis of the literature. *Annals of Family Medicine*. 2020.