

## Duty of Candour Annual Report Template

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have trigger duty of Candour within our service.

Name & address of service:	Clinica Medica Ltd 49-51 Crow Road Glasgow G11 7SH	
Date of report:	8 March 2023	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?  How have you done this?	<p>An incident reporting policy is available which provides examples of the types of incidents which are expected to be reported.</p> <p>An incident briefing note is available for completion if an incident occurs.</p> <p>All staff are aware, and some have used the briefing note to report.</p> <p>If an incident is considered to require to be escalated to 'Significant Event', a detailed investigation will be conducted by the Clinic Manager and shared with relevant staff to enact any change in practice required/agreed</p> <p>New staff receive an induction to the clinic which includes information on incident reporting with explanation of the purpose of Duty of Candour</p>	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 2022 - March 2023)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic, or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0

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Circulation type (internal/external): Both		

A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
<b>Total</b>	<b>0</b>

Did the responsible person for triggering duty of candour appropriately follow the procedure?  If not, did this result in any under or over reporting of duty of candour?	Not applicable
What lessons did you learn?	Not applicable
What learning & improvements have been put in place as a result?	Not applicable
Did this result in a change / update to your duty of candour policy / procedure?	Not applicable
How did you share lessons learned and who with?	Not applicable
Could any further improvements be made?	Not applicable
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	The Clinic Manager provides support and advice to staff
What support do you have available for people involved in invoking the procedure and those who might be affected?	The Clinic Manager provides support and advice to staff
Please note anything else that you feel may be applicable to report.	The staff use the incident briefing note to report any unexpected event which may have the ' <u>potential for harm</u> '. This enables the team to identify and change areas of practice for review to work to prevent ' <u>actual harm</u> '.