

What is Duty of Candour?

We are sorry that you may have been subject to an incident that may have caused you harm while in our care. We recognise the importance of learning from when things go wrong as this can help us to make improvements.

What is Duty of Candour?

New rules to toughen transparency in NHS organisations to increase patient confidence within the delivery of care, has resulted in the Government creating Statutory Regulations relating to Duty of Candour. Candour means frankness, openness and honesty.

Why was the Duty of Candour introduced?

In 2013, Robert Francis QC published his report into failings at Mid-Staffordshire NHS Foundation Trust. He made many recommendations for change throughout the NHS. One of his recommendations was for a statutory Duty of Candour.

What can you expect?

- A member of staff will tell patients or their relatives if they have been involved in an incident and this will be reported through the Trust's reporting system (Datix). It may be that the incident has been witnessed by someone else or arose through the complaint process.
- You will be treated with dignity and respect and you will receive an apology.
- Staff may not be able to answer all of your questions at this stage. It may take some more time to look into what happened in detail.
- You and your family will be asked about decisions on your care, and you will be given the opportunity to ask questions and contribute to the investigation.

- We will investigate what happened and give you the opportunity to discuss the findings.
- You will be given a named person and contact details to speak to about what has happened.
- Your information will be kept confidential.

The initial verbal notification will be provided within ten working days of the incident being identified. This will be followed up by a written notification letter. The level of investigation undertaken will depend on the seriousness of the incident and may take up to 60 working days (12 weeks). The named person will keep you informed about the progress of our investigation.

What types of incidents are covered by the Duty of Candour?

The regulations define a 'notifiable safety incident' as an unintended or unexpected safety incident that could result in or appears to have resulted in the death of a service user or severe or moderate harm or prolonged psychological harm to the service user.

Moderate harm is when there has been a moderate increase in treatment or unplanned return to surgery, unplanned readmission, a prolonged episode of care, extra time in hospital as an in-patient or outpatient, cancelling of treatment or transfer to another treatment area (such as intensive care).

Severe harm is when there has been a permanent lessening of functions that is related directly to the incident. Prolonged psychological harm is psychological harm which is experienced or is likely to be experienced for a continuous period of at least 28 days.

Useful Contact details

Patient Advice Liaison Service (PALS)

Monday to Friday (excluding bank holidays) from 8.30am to 5pm on

Tel: 01924 542972, or via email pals@midyorks.nhs.uk

Action Against Medical Advice (AvMA)

Tel: 020 8688 9555 (office)

Helpline: 0845 123 2352

www.avma.org.uk

Care Quality Commission (CQC)

The CQC is the independent regulator of health and adult care organisations in England and is responsible for monitoring compliance with standards such as the duty of candour.

Tel: 03000 61 61 61

www.cqc.org.uk

You can find the full regulations themselves and the CQC guidance for organisations on how to comply at:

www.cqc.org.uk/duty-candour

Cruse Bereavement Care

Provides support to those having experienced the death of a close friend or relative.

Tel: 08444779400

www.cruse.org.uk

Email: helpline@cruse.org.uk

We are committed to providing high quality care. If you have a suggestion, comment, complaint or appreciation about the care you have received, or if you need this leaflet in another format please contact the Patient Advice and Liaison Service on: 01924 542972 or email: [**pals@midyorks.nhs.uk**](mailto:pals@midyorks.nhs.uk)

To contact any of our hospitals call: **0844 811 8110**
To book or change an appointment call: 0844 822 0022

[**www.midyorks.nhs.uk**](http://www.midyorks.nhs.uk)

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