

Duty of candour

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

Why have I been given this leaflet?

You have been given this leaflet because something happened that meant the care we provided fell beneath your/our expectations and we would like to investigate further. We call this an 'incident'. We are alerting you to this because we are committed to being open and honest with you and would like to take the opportunity to explain how we will keep you informed and involve you throughout this investigation.

What is an incident?

An incident may be something that has happened under our care that normally we would not expect to happen. For example, an incident could be a fall, medicine error, pressure damage to your skin, communication breakdown, delay in treatment or a complication of your treatment.

Investigations

We are sorry when our care falls below your/our expectations. We always try to ensure we learn from this experience so we can take steps to avoid it happening in the future, where possible.

We have a robust process for investigating incidents. All investigations will include discussions with you, as the patient, and your relatives, the staff involved in your care, the ward or department managers and the senior management team.

At the same time as we give you this leaflet, we will also seek to understand you/your family's perspective of the incident, ask if there is anything you would like us to look into and encourage you to be involved in our investigation process.

In our experience, patients and their families find that our investigation process is open and transparent. Our investigation process isn't about blaming anyone. It's about learning from the incidents and their causes, so we can continue to improve our practice to prevent further incidents occurring.

Underpinning our approach is the Duty of candour. This places a legal obligation on all staff working in the NHS to be open and honest with you when something goes wrong with your treatment or if the care you have received causes, or has the potential to cause, significant harm or distress. Candour means frankness, openness and honesty.

What can you expect?

At the time of the incident, you will be asked by staff if you would like to be involved in the investigation. If you have been discharged, you may be contacted after the event by a member of our staff asking if you would like to be involved.

The outcome of our investigation will be contained in a report. We will ask you if you would like to receive a copy of the report for your records.

We are not afraid to say sorry to you and your family when things have gone wrong. We would attempt to do this in person as soon as possible after the incident has occurred, however this is not always practical.

We will share the findings of our investigation with you, which will hopefully explain why the incident happened. We will offer to go through the report with you in person, as much as we are able.

We will keep you informed of what happens next and whether we have taken any actions as a result of your incident.

Support

If you feel that you need any further support after the incident, please raise this as soon as possible with a member of staff and we will do all we can to provide you with additional help.

Your incident details

Date and time of incident _____

Type of incident

On behalf of Northern Devon Healthcare NHS Trust, we apologise for this incident happening.

This is what we intend to do next e.g. investigate

If a formal investigation or further review is undertaken, would you wish to receive a final copy of the report?

Yes

No

Would you like to be involved with the ongoing enquiries or investigations?

Yes

No

Further information

For more information about this or any other aspect of your care, please contact the manager of the ward, department or community setting where you received care. This information can be obtained through our hospital switchboard on 01271 322577.

References

Care Quality Commission – www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20-duty-candour

www.cqc.org.uk/sites/default/files/Duty-of-Candour-2016-CQC-joint-branded.pdf

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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