

If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

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design by Medical Illustration

Information for patients Duty of Candour



Governance



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Patient Name:

Hospital Number:

We are sorry that you may have been subject to an incident that has caused you harm while in our care

What is Duty of Candour?

The Duty of Candour Regulation of 2014 requires all healthcare providers to be open and transparent with patients, their relatives or carers, when things go wrong.

The regulation requires:

Openness: Enabling concerns and complaints to be raised freely

Transparency: Allowing information about the truth about incidents to be shared with staff, patients, the public and the regulators.

Candour: Any patient harmed by the provision of healthcare is informed of the fact and an appropriate remedy offered, regardless of whether a complaint has been made or a question asked.

In line with this national policy, we promote a culture of openness and honesty. We are committed to investigating and learning from an incident that has affected our patients.

What is a Duty of Candour safety incident?

This is a notifiable patient safety incident causing harm, or a clinical incident, that has been reported during your treatment or care. You may have experienced harm as a consequence of this incident, which may have been avoided. This is different to an unavoidable complication of your treatment or care.

What happens next?

Our immediate priority is to ensure you receive any urgent care and support you need following the incident.

Once we are assured your treatment/care is underway, and investigation will begin.

- We will discuss your incident with you (and relatives/carers as appropriate) and report it to relevant senior medical, nursing and patient safety teams at the hospital
- Provide a contact name – see overleaf
- We will explain as fully as possible what has happened
- Describe what we are doing in response to the incident
- The investigation will involve:
 - Reviewing your medical and nursing notes
 - Talking to staff who have been involved for your care
 - Identifying the causes of the incident
 - Sharing learning and improvements more widely across UHCW NHS Trust
- Follow-up with a written letter confirming the information already provided, advising on completion of investigation and opportunity to receive feedback from the investigation.

During the Investigation:

During the investigation if you have any concerns in relation to the process please contact the person below:

Name:

Designation:

Contact Number:

When the Investigation is complete:

We will contact you and arrange to share the outcomes of the investigation, including what learning and improvements have been identified.

If you do not wish us to contact you, or you would like us to contact a relative or carer on your behalf, please let us know.

The RJAH is committed to putting patient care at the centre of all we do through our focus on patient satisfaction and outcomes.

Improving patient experience is a key aim for our Trust and we actively encourage feedback from all service users and the public. We are constantly striving to make sure you receive the right treatment, at the right time, whilst maintaining the highest of standards – at all times.

We regard all compliments, comments, complaints and suggestions for improvement whether from patients, relatives of visitors as a valuable opportunity to learn and guide efforts to improve our services. We will listen to patients/relatives or visitors who raise concerns, respond to them and learn from them.

If you or your relatives have queries or concerns, or you are unhappy with any aspect of your care, or the service you receive whilst you are staying in hospital or attending an outpatient clinic, please speak to a member of ward or clinic staff as soon as possible.

The Trust has access to interpreting and translation services. If you need this information in another language or format please ask and we will do our best to meet your needs.

PALS number: 01691 404608

Complaints Service: 01691 404687

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact the Ward staff and we will do our best to meet your needs.