

Appendix 2
Benefits of Being Open/Duty of Candour

Healthcare Organisations and Teams	Healthcare Professionals	Patients
<ul style="list-style-type: none"> • A reputation of respect and trust for the organisation and/or team; • Reinforces a culture of openness; • Potentially reduces the costs of litigation; • Improves the patient experience and satisfaction with the organisation; • A reputation for supporting staff when things go wrong; • Embodies the NHS Constitution for England pledge to patients around <i>Being open</i>; • Greater opportunity to learn when things go wrong. 	<ul style="list-style-type: none"> • Confident in how to communicate effectively when things go wrong; • Feel supported in apologising and explaining to patients, their families and carers; • Feel satisfied that communication has been handled in the most appropriate way; • Improved understanding of incidents from the perspective of the patient, their family and carers; • Know that lessons learned from incidents will help prevent them happening again; • Gain a good reputation for handling a difficult situation well. 	<ul style="list-style-type: none"> • Receive a meaningful apology and explanation when things go wrong; • Feel their concerns and distress have been acknowledged; • Reassured that the organisation will learn lessons to prevent harm happening to someone else; • Reduce the trauma felt when things go wrong; • Have greater respect and trust for the organisation. • Reassured that they will continue to be treated according to their clinical needs.