

Appendix 3
Being Open/Duty of Candour Process

Key Message	Detail
Review Incident – Verbal Duty of Candour	<p>You are made aware/involved in an incident has occurred involving a patient. Do you suspect there is a possibility that the patient has suffered from harm?</p> <p>YES Follow the Trust’s incident reporting procedure. Provide an apology to patient (or relatives) and explain and that initial investigation will be undertaken to find out what has occurred and that can be shared with the patient/relative.</p> <p>NO Follow the Trust’s incident reporting procedure. Provide an apology to patient (or relatives) for any aspect of poor patient experience, and provide contact details for PALS team if required</p> <p><u>Refer to Section 3 of the Trust’s Being Open Procedure (CPG36) for guidance on holding this discussion</u></p>
Document	<p>Complete the <u>Being Open/Duty of Candour Contact Record Template</u> available on the Trust Intranet <i>Appendix 4: Being Open Procedure CPG36</i> or from the Serious Incidents Team. Include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reference incident number for tracking purposes <input type="checkbox"/> Identify who was present <input type="checkbox"/> Detail of discussion <input type="checkbox"/> Any questions/concerns raised and answers provided <input type="checkbox"/> Planned follow up
Confirmation of Incident	Incident will be reviewed by Executive SI Review Group
Written Duty of Candour	<p>Within 10 working days of SI being declared/moderate harm recorded - written apology and details of investigation to be sent to patient/relative, with offer of sharing the investigation once it has been completed and approved by the Clinical Commissioning Group. (Letter template provided by Serious Incidents Department)</p> <p><u>Refer to the Trust’s Being Open Procedure (CPG36) for further guidance</u></p>
Incident investigation	Process of investigation follows. Contact maintained as appropriate/agreed.
Duty of Candour – sharing the report	Follow up, offering the opportunity to review /discuss the report and provide any additional assistance required.
Meeting	Facilitate meeting with family to review the report, where this has been accepted, to ensure a clear understanding of the output and offer the opportunity to come back to evidence practice changes.
Document	Ensure output from all contact is documented/uploaded onto Datix and patient record using the Contact Record Template.
Evidence of Compliance	The Senior Management Team must ensure that all aspects of Duty of Candour have been evidenced and uploaded on the Datix system to meet contractual and legal responsibilities.