Family Liaison Officer / Duty of Candour Contact Record

If you need any support please don’t hesitate to contact the SI Team on:

Description of contact:

Telephone _face-to-face

Name of person contacted: ____________________________

Relationship of person contacted to the patient: ____________________________

Date of contact: __________ Time of contact: __________

Brief overview of conversation:

1. During initial conversation please outline your role (independent to investigation and point of contact), offer a sincere apology on behalf of the Trust/condolences as necessary.

2. If this is going to be investigated explain the purpose of the investigation and timeframes. If the investigation is on hold please let them know and update regularly.

Ask and encourage the patient/family to contribute to the investigation. Let them know they can contribute in the following ways and note their preferred means:

1. Review the terms of reference and comment/add to them if they wish (at the start of the investigation)
2. Meet with the investigating team (at the start/during the investigation)
3. Relaying any specific areas/issues/questions they would like covered (at the start/during the investigation)

Explain that the report will be also be shared with them at the end of the investigation to go through the learning/outcome. They will have an opportunity to respond to the findings.

4. Facilitate and signpost other agencies/further support as required.
5. Plan follow up by agreeing preferred method and regularity.
Please highlight any concerns that were raised by the family:

To be completed post-investigation.

Please ask the family/patient to feedback on the following and record responses below:

1. Did you feel listened to?
2. Were the questions you asked answered satisfactorily?
3. What else is important to know?

Planned Follow up contact:

FLO/Staff Name: ____________________________ Date: ________________

Please maintain a copy of this information for your own record and email a copy back to the Serious Incidents Team: