

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:

SAMPLE DO NOT USE

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: