

Newington Road Surgery

A SUMMARY OF THE DUTY OF CANDOUR POLICY

Under the CQC regulations of November 2014 every GP Practice has a duty to abide by the statutory regulation of the Duty of Candour.

The Practice is now required to have a formal written policy on the Duty of Candour.

The Duty of Candour means that everyone working at the Practice has a duty to be open, transparent and honest with patients when something goes wrong with their care that can cause or has the potential to cause harm or distress.

The Medical Defence Union define as harm or distress under these regulations as being the following:

- their death not relating to natural progression of the illness or condition
- an impairment of sensory, motor or intellectual function likely to last for 28 days
- changes to the structure of the body
- prolonged pain or psychological harm for at least 28 days
- a shortening of life expectancy
- the need to prevent death due to mistakes in care

This Practice has a duty to ensure:

- The Patient is informed when something has gone wrong
- Apologise to the Patient and offer an appropriate remedy or support
- Explain to the patient any short or long term effects of what has happened.

Any case which would fall under this duty would mean the Practice ensuring that an investigation is started with the Patient fully involved. The Practice will have to ensure that all relevant bodies are informed when such a situation outlined above occurs.

This Practice has always had a culture of openness and honesty and has systems in place to ensure all significant events are discussed and any action taken.

The Practice Manager has the responsibility for the administration of this policy although all staff have a duty under this regulation to outline any concerns they may have.

This notice is to inform Patients of our commitment to this Duty by all staff employed at this Practice.