



## Duty of Candour Annual Report

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have trigger duty of Candour within our service.

Name & address of service:	UK Health Enterprises TA Emcare Travel Clinic	
Date of report:	21/10/2023	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?  How have you done this?	<p>All staff complete a formal induction when they commence employment, as part of this process they complete duty of candour certificated E-Learning module (Duty of Candour - Turas) . Staff are also given the duty of candour policy to read and the opportunity to ask questions surrounding the policy and procedures. Staff reflect on this learning and discuss during induction sessions.</p> <p>This learning is revisited yearly to keep fresh in staff minds. Staff are encouraged to complete e learning modules complaint - Valuing feedback and complaints 4 : the value of apology.</p> <p>Policy regularly reviewed and updated.</p>	
Do you have a Duty of Candour Policy or written duty of candour procedure?	<b>YES</b>	NO

How many times have you/your service implemented the duty of candour procedure this financial year? 0 times	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April 19 - March 20)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
<b>Total</b>	<b>0</b>

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Did the responsible person for triggering duty of candour appropriately follow the procedure?  If not, did this result in any under or over reporting of duty of candour?	NA
What lessons did you learn?	NA
What learning & improvements have been put in place as a result?	NA
Did this result in a change / update to your duty of candour policy / procedure?	NA
How did you share lessons learned and who with?	NA
Could any further improvements be made?	NA
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	<p>We have a quality management department and advice, and support is always on hand to staff if required to provide an apology.</p> <p>If any issues arise with our service, the quality manager would investigate, discuss with team, and make recommendations for improvement should this be needed.</p> <p>The Quality Manager will brief the Managing Director and Operations Manager.</p> <p>One of the senior team will offer the apology taking a person-centred approach and speak with the client in relation to the incident.</p> <p>All staff will be encouraged to reflect on any incident and discuss any incidents with clinic manager.</p>
What support do you have available for people involved in invoking the procedure and those who might be affected?	<p>The HR management team support staff involved in any issues and any retraining identified if needed.</p> <p>Support for staff mental health and well-being is also available for staff who may be affected by any implementation of the duty of Candour procedures.</p>
Please note anything else that you feel may be applicable to report.	<p>We have commitment to continuous improvement and take feedback regarding our clinic extremely seriously. All complaints or events would be investigated thoroughly, and actions taken accordingly to improve our service.</p>