

INVERURIE MEDICAL GROUP

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ANNUAL DUTY OF CANDOUR REPORT – A NUL REPORT

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services.

This short report describes how our care service has operated the duty of candour during the time between 1st April, 2018 and 31st March, 2019. We hope you find this report useful.

1. How many incidents happened to which the duty of candour applies?

In the last year, there have been no incidents to which the duty of candour applied.

2. Information about our policies and procedures

When something happens that triggers the duty of candour, the issue will be reported to the Practice Manager and the GP who has responsibility for ensuring that the duty of candour procedure is then followed. The incident will be recorded on the appropriate reporting e-form.

A Significant Event Analysis will follow which allows everyone involved to review what happened and identify changes for the future. This process is about learning and improving not apportioning blame.

Duty of Candour is part of our training programme and is kept up-to-date at protected learning time sessions throughout the year.

Where a person using our service has been affected by the duty of candour, we will do our utmost to provide support as necessary.

We are aware that serious mistakes can be distressing for staff as well as people who use our service and have systems in place to offer support following a duty of candour incident.

If you would like more information about Inverurie Medical Group, please contact us by email:

inverurie.administrator@nhs.net, telephone: 0345 337 9911 or via our website:

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