

Duty of Candour Annual Report 2023

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 triggered the duty of Candour within our service.

Name and address of service:	Ardgowan Hospice 12 Nelson Street Greenock PA15 1TS	
Date of report:	19 June 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?	As of June 2023, all staff are required to complete the NES Duty of Candour LearnPro module as part of their mandatory learning.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	
How many times have you/your service implemented the duty of candour procedure this financial year?		
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 (1 April 2022 - 30 March 2023)	
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	
Total	0	

Duty of Candour principles were initiated in relation to one incident (MI no 447) in November 2022.

No further incidents were identified in the year ending 30 March 2023.

Hazel Gavin
Acting Director of Patient and Family Services