Being Open Policy and Duty of Candour

One of our pledges as part of Sign up to Safety was to be transparent with people about our progress to tackle patient safety issues and to support staff to be candid with patients and their families if something goes wrong.

The Trust also has a statutory duty under the Health and Social Care Act (2008) to notify patients and their relatives when things go wrong.

The Being Open Policy was reissued in December 2014 and in the policy there is guidance for staff about the Duty of Candour and who should be responsible for taking the lead.

A template letter has been developed to help staff to provide the relevant information to affected persons and this can be found within the Datix system at the reviewer stage and at this link: Q:\York Hospitals Trust\Never Events and Learning\Nevermore 3\Duty of Candour letter.doc

As a reminder of what should be reported under the Duty of Candour;
Anything unintended or unexpected if it causes or is expected to cause:
• Death or severe harm relating to an incident/action rather than a disease
• Moderate harm that is significant and requires a moderate increase in treatment and harm that is significant but not necessarily permanent
• Prolonged psychological harm for a minimum of 28 continuous days.

And what is not relevant to the Duty of Candour but where an apology should be given and the incident reported and investigated internally
• Any incident which results in low harm
• Any near miss

In our pledge we said we would finalise the policy and would provide training and guidance for staff. We have completed this pledge and have provided staff with pocket cards as an aide memoire and will soon be rolling out Core Bundles for easy reference which will again include Being Open and Duty of Candour information.

Any queries contact Elaine Miller Lead for Patient Safety Learning ext 5103