

Duty Of Candour Report

2019-2020

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, 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 how the duty of candour is implemented in our services. This short report describes how **Bennoch Medical Centre** has operated the duty of candour during the time between 1 April 2019 and 31 March 2020.

1. About Bennoch Medical Centre

Bennoch Medical Centre serves a practice population of 8700 patients in Kirkcaldy.

Our aim is to provide high quality care for every person who uses our services, and where possible help people to receive the best possible care.

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

Between 1 April 2019 and 31 March 2020, there were **0** incidents where the duty of candour applied.

Bennoch Medical Centre identified that there were 0 incidents through our adverse event management process. Over the time period for this report we carried out **13** significant adverse event reviews. These events include a wider range of outcomes than those defined in the duty of candour legislation as we also include adverse events that did not result in significant harm but had the potential to cause significant harm.

We identify through the significant adverse event review process if there were factors that may have caused or contributed to the event, which helps to identify duty of candour incidents.

Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)	Number of times this happened (between 1 April 2019 and 31 March 2020)
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

3. To what extent did Bennoch Medical Centre follow the duty of candour procedure?

N/A

4. Information about our policies and procedures

Every adverse event is reported through our local reporting system as set out in our significant event analysis and complaints procedure. Through our significant event analysis and complaints process we can identify incidents that trigger the duty of candour procedure. Our significant event and complaints policy contains a section on implementing the duty of candour.

Each adverse event is reviewed to understand what happened and how we might improve the care we provide in the future. The level of review depends on the severity of the event as well as the potential for learning.

Recommendations are made as part of the adverse event review, and improvement plans are developed to implement these recommendations.

Staff receive training on adverse event management and incident reporting as part of their induction. Awareness raising and training took place throughout 2018 to highlight the procedures for escalating cases which had the potential to meet duty of candour.

We know that adverse events can be distressing for staff as well as people who receive care. We have support available for all staff through our management structure as well as through occupational welfare. This means that staff can contact a confidential telephone line to speak to trained counsellors.

5. What has changed as a result?

We have had 0 events this year.

6. Other information

This is the first year of the duty of candour being in operation and it has been a year of learning and refining our existing adverse event management processes to include the duty of candour outcomes.

As required, we have placed our report on our website.