# 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.

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| Name & address of service: | Ayr Clinic, Dalmellington Road, Ayr, South Ayrshire, KA6 6PT | |
| Date of report: | 31st March 2025 | |
| 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?<br><br>How have you done this? | Priory Group has an operating policy Duty of Candour Scotland OP.03.3 which details our service's process in this respect. This document is reviewed in line with our policy review process and is available to all employees of the Priory Group via our intranet.<br>Our Incident Reporting System (Datix) makes reference where necessary to the Duty of Candour. Our approach to detailed incident recording is both thorough and accurate. Incidents are reviewed daily with our senior management team at handover meetings and automated 24 hour reports are shared also. Our escalation process ensures that our Hospital Director is informed of any incident which may activate the Duty of Candour policy.<br>Our Duty of Candour Letter Template OP.46 V1 forms part of our policy ensuring that our communication is written in a person-centred way and is accessible on our Priory Group intranet. Training is promoted and monitored by our Site Learning Coordinator, with the training content being the Turas Duty of Candour module compiled by NHS Education for Scotland, the Scottish Social Services Council, the Care Inspectorate and Healthcare Improvement Scotland. | |
| Do you have a Duty of Candour Policy or written duty of candour procedure? | YES | ~~NO~~ |

| 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 (April 2024 - March 2025) |
| A person died | None |
| A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions | None |
| A person's treatment increased | None |
| The structure of a person's body changed | None |
| A person's life expectancy shortened | None |
| A person's sensory, motor or intellectual functions was impaired for 28 days or more | None |
| A person experienced pain or psychological harm for 28 days or more | None |
| A person needed health treatment in order to prevent them dying | None |
| A person needing health treatment in order to prevent other injuries as listed above | None |
| **Total** | None |

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| Did the responsible person for triggering duty of candour appropriately follow the procedure?<br><br>If not, did this result is any under or over reporting of duty of candour? | N/A |
| What lessons did you learn? | N/A |
| What learning & improvements have been put in place as a result? | N/A |
| Did this result is a change / update to your duty of candour policy / procedure? | N/A |
| How did you share lessons learned and who with? | N/A |
| Could any further improvements be made? | N/A |
| 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? | N/A |
| What support do you have available for people involved in invoking the procedure and those who might be affected? | N/A |
| Please note anything else that you feel may be applicable to report. | N/A |