

Ballater Clinic Duty of Candour 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.

Ballater Clinic actively supports this legislation and commits to being open and honest and, when things haven't gone as well for our patients, we listen to patient concerns, investigate what happened and learn from any mistakes.

We know that serious mistakes can be distressing for staff, as well as patients, and should any incidents take place we would support patients and staff through the process.

Where something happens that triggers the duty of candour, our staff will report this to the Practice Manager who has responsibility for ensuring that the duty of candour procedure is followed.

We pledge to:

- Have a culture of openness and honesty at all levels
- Inform patients in a timely manner when safety incidents have occurred which may affect them
- Provide a written and truthful account of the incident, explaining any investigations and enquiries made
- Provide a written apology
- Provide support if you are affected directly by an incident

Following the investigation, a significant event analysis review takes place within the practice to review what happened and identify changes for the future.