Duty of Candour Policy

**1. Purpose**

This policy outlines AA Kirkhall Surgery’s commitment to comply with the Duty of Candour provisions under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016, ensuring openness and transparency when an unintended or unexpected incident occurs that results in harm.

**2. Scope**

This policy applies to all staff employed or contracted by Kirkhall Surgery, including clinical, administrative, and support personnel.

**3. Definition of a Duty of Candour Incident**

An incident is considered under the Duty of Candour procedure if it results in:

- Death

- Permanent impairment of bodily, sensory, motor, or intellectual functions

- Shortened life expectancy

- Increased treatment or changes to body structure

- Psychological harm lasting ≥28 days

- Treatment to prevent serious harm or death

**4. Procedure**

Upon identification of a Duty of Candour incident, the following steps must be taken:

a. Notification  
Inform the affected person or their family/carer as soon as possible. Provide a clear explanation of what happened.

b. Apology  
Offer a sincere apology, acknowledging the incident and its impact.

c. Review  
Conduct an internal review to understand the cause and contributing factors. Document findings and learning outcomes.

d. Meeting  
Offer a meeting with the affected person/family to discuss the incident and findings.

e. Written Account  
Provide a written summary of the incident, review findings, and actions taken.

f. Support  
Offer emotional and practical support to those affected.

**5. Responsibilities**

- Practice Manager: Oversees implementation and compliance.

- Clinical Lead: Ensures clinical incidents are reviewed and reported.

- All Staff: Must report incidents and cooperate with the procedure.

**6. Training**

All staff will receive:

- Duty of Candour training via Turas Learn or equivalent.

- Induction training for new staff.

- Refresher sessions following any Duty of Candour incident.

**7. Reporting**

An Annual Duty of Candour Report will be published and made available to the public. The report will include:

- Number of incidents

- Description of incidents

- Actions taken

- Learning outcomes

**8. Monitoring and Review**

This policy will be reviewed annually or following any Duty of Candour incident to ensure continued compliance and improvement.