

What it means for you



Further support

Citizens Advice Scotland

Provides up-to-date information about where to direct people who require advice or support about care services.

Telephone: **03454 04 05 06**
www.cas.org.uk

Patient Advice and Support Service

An independent service, delivered by the Citizens Advice Bureaux, to help anyone who uses the NHS in Scotland. It provides free and confidential, advice and support to people who wish to raise concerns, make a complaint and give feedback about an NHS treatment.

Telephone: **0800 917 2127**
www.cas.org.uk/pass

Action against Medical Accidents

Provides independent advice and support to people affected by medical accidents.

Telephone: **0845 123 2352**
(Monday–Friday 10am–3.30pm)
www.avma.org.uk

Scottish Independent Advocacy Alliance

Supports people to find independent advocacy services in their local area to help them get the information they need to be fully involved in discussions about their care and treatment.

Telephone: **0131 524 1975**
www.siaa.org.uk

Age Scotland

Representation for older people in Scotland, supporting their rights and interests.

Telephone: **0800 12 44 222**
(Monday–Friday 9am–5pm)
www.ageuk.org.uk/scotland

NHS Inform

Scotland’s national health information service helps the people in Scotland to make informed decisions about their own health and the health of the people they care for.

Telephone: **0800 22 44 88**
www.nhsinform.scot

The Care Inspectorate

Scotland’s regulatory body for social work and social care services, including child protection and the integration of children’s services.

Telephone: **0345 600 9527**
www.careinspectorate.com

Care Opinion

An open and transparent way for patients and the public to share their stories and experiences of health and social care services across Scotland.

www.careopinion.org.uk

Organisational Duty of Candour in Scotland

What it means for you



The Organisational Duty of Candour is a statutory (legal) duty on Scottish organisations providing health and social care to be open and honest when something goes wrong that is not related to the course of the condition for which the person is receiving care.

This leaflet explains what to expect from the process and aims to help you understand what will happen during the duty of candour procedure.

What kind of incidents are covered?

The duty of candour procedure must be carried out as soon as practicable after organisations providing health and social care become aware that a person has experienced an unintended or unexpected incident resulting in death or significant harm which is not related to the course of the condition for which the person is receiving care.

What can you expect?

We appreciate that this may be a very difficult time for you but your contribution throughout the procedure will be valued and the organisation will try to answer any questions that you may have. However, answers to some questions may not be available until after the review is completed.



Notification



Meeting



Review

You will be contacted by someone from the organisation and notified that an incident has occurred and that they will be following the duty of candour procedure. They will tell you all that they know about the incident at that time. You will be offered a written apology on behalf of the organisation and an explanation of the actions that the organisation will take as part of the procedure.

You will be invited to attend a meeting and be given the opportunity to ask questions in advance. At the meeting, you will receive an explanation of further steps being taken regarding the review and be given an opportunity to express your views about the incident. You will be provided with details of an individual member of staff who will become your point of contact. You will be offered a written apology.

How should I prepare for a duty of candour meeting?

- Think about any questions or concerns you may have about what has happened. Writing them down could make it easier for you to remember them at the meeting.
- You may wish to bring someone with you for support during the discussion. This should be someone whom you are comfortable with and don't mind sharing personal information with.
- You may wish to get independent advice on matters such as advocacy from one of the organisations listed on the back of this leaflet.

What will happen next?

The organisation must review the incident. This could take some time as there is often a lot of information to be gathered and analysed.

The review is expected to be completed within 3 months from when the organisation first contacts you to notify you that an incident has occurred. If this is not possible, the organisation must give you an explanation why.

The organisation must offer you a written report of the review along with any other relevant documentation.

If the organisation uses the findings of the review to improve their service you must be offered those details.

Organisations are required by law to publish an annual report outlining details of the duty of candour incidents that have occurred. Please be assured that this will not include any personal or identifying information.

Contact