



Duty of Candour Report

All Independent General Practices 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.

An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how our health service has operated the duty of candour during the time between 1st April 2018 and 31st March 2019. We hope you find this report useful.

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

In the last year, there have been no incidents to which the duty of candour applied.

2. Information about our policies and procedures.

Where something has happened that triggers the duty of candour, our staff report this to the Practice Manager who has responsibility for ensuring that the duty of candour procedure is followed. The Practice Manager records the incident and reports as necessary to the Health & Social Care Partnership.

When an incident has happened, the Practice Manager and staff set up a learning review. This allows everyone involved to review what happened and identifies changes for the future.

All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for staff as well as people who use the health service and their families. We have occupational health support in place for our staff if they have been affected by a duty of candour incident.

Where parents or children are affected by the duty of candour, we have arrangements in place to provide welfare support as necessary.

If you would like any further information about our Medical Practice, please contact us using these details: Gilbert Road Medical Group, 39 Gilbert Road, Bucksburn, Aberdeen, AB21 9AN.