

Patient information

# The Duty of Candour (Being Open & Honest)

## Meeting our obligations under Duty of Candour Regulations

We are sorry that you or someone who is close to you may have suffered harm whilst in our care.

We want to be open and honest when our patients suffer unintended harm, and this leaflet will explain what you can expect from us.



## Why have I been given this leaflet?

Keeping patients safe is our most important responsibility and we want to do everything we can to ensure that we cause no harm.

Sometimes though, patients do suffer harm whilst in our care. This can be due to a complication of a procedure that could not be avoided or sometimes due to a mistake or error. For the vast majority of patients, any harm caused can be put right or is only minor in nature however, a very small number of patients may suffer more serious or permanent harm.

We have given you this leaflet because you or someone who is close to you has suffered significant harm and we must ensure that we meet our responsibilities to be open and honest with you. This is often referred to as the Duty of Candour which is a legal obligation introduced to the NHS in November 2014.

## What does Duty of Candour mean for us?

Barts Health must tell you about any incident where the care or treatment appears to have caused significant harm or has the potential to result in significant harm in the future. We must ensure that we provide a safe space for you to ask questions and raise concerns without fear that your care will be affected.

## What does Duty of Candour mean for you?

When a patient suffers significant harm, you can expect that our teams will:

- have spoken to you honestly and openly as soon as possible
- discuss what happened, the impact on the patient's condition and their on-going care plan
- answer your questions (although recognising some of the facts may not be available immediately)
- say sorry for the harm caused
- explain what further enquires will be made
- provide an opportunity for you to be involved where a formal investigation will be undertaken
- offer support to you and your family
- provide a named person to contact should you have any further queries or concerns
- follow this up in writing, summarising what has been discussed

## What happens next?

Where a mistake or error may have occurred, and this has led to significant harm our teams will:

- report an incident on our Trust incident reporting system

- where appropriate, discuss the incident at the multidisciplinary incident review meeting
- act on the outcome of the review meeting which may be:
  - to follow up with the local team, discuss and learn from events
  - to discuss the patient's care at the service Mortality and Morbidity meeting ("M&M" – a meeting where we discuss the care provided to our patients and what we can learn from it)
  - to complete an internal incident investigation
  - to report a serious incident to our Trust Commissioners and to undertake a comprehensive investigation.

When an investigation is undertaken, you can expect to be kept informed and offered the opportunity to be involved.

## Where can I get support?

We recognise that this is likely to be a difficult time for you and your family and it is important that you are supported. The clinical staff will do their best to offer this support and our PALS and Family Liaison services are also available to help you:

### The Royal London and Mile End Hospitals

Telephone: 0203 594 2040 / Email: [RLHpals.bartshealth@nhs.net](mailto:RLHpals.bartshealth@nhs.net)

Drop in: Patient & Family contact centre, Ground floor, Stepney Way Atrium, 10am-5pm, Monday-Friday

### Whipps Cross Hospital

Telephone: 0208 535 6438 / Email: [WXpals.bartshealth@nhs.net](mailto:WXpals.bartshealth@nhs.net)

Drop in: PALS office, junction 4 in the main building  
9.30am-4.30pm, Monday – Friday

### Newham University Hospital

Telephone: 0207 363 9292 / Email: [nuhpals.bartshealth@nhs.net](mailto:nuhpals.bartshealth@nhs.net)

Drop in: PALS office, zone 1, St Andrews Wing  
9.30am-4.30pm, Monday – Friday

### St Bartholomew's Hospital

Telephone: 0203 465 5919 / Email: [SBHpals.bartshealth@nhs.net](mailto:SBHpals.bartshealth@nhs.net)

Drop in: PALS office, ground floor, King George V building,  
9.30am - 4.30pm, Monday to Friday

There are also organisations who you may wish to approach depending on your personal circumstances:

**AvMA - Action against Medical Accidents**

Telephone: 0845 123 2352  
Website: [www.avma.org.uk](http://www.avma.org.uk)

**Child Bereavement UK**

Telephone: 0800 02 888 40  
Email: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)  
Website: [www.childbereavementuk.org](http://www.childbereavementuk.org)

**Child Death Helpline**

Telephone: 0800 282 986 or 0808 800 6019  
Email: [contact@childdeathhelpline.org.uk](mailto:contact@childdeathhelpline.org.uk)  
Website [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

**City and East London Bereavement Service**

Telephone: 020 3022 5177  
Email: [admin@celbs.org.uk](mailto:admin@celbs.org.uk)  
Website: [www.celbs.org.uk](http://www.celbs.org.uk)

**Cruse Bereavement Care**

Telephone: 0870 167 1677  
Website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

**Jewish Bereavement Counselling Service**

Telephone: 020 8951 3881  
Email: [enquiries@jbcs.org.uk](mailto:enquiries@jbcs.org.uk)  
Website: [www.jbcs.org.uk](http://www.jbcs.org.uk)

**Age UK**

Telephone: 0800 678 1602  
Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

**Lewisham Bereavement Counselling**

Telephone: 020 8692 6252  
Email: [office@lewisham-bereavement-counselling.org](mailto:office@lewisham-bereavement-counselling.org)  
Website: [www.lewisham-bereavement-counselling.org](http://www.lewisham-bereavement-counselling.org)

**SANDS - Stillbirth and Neonatal Death charity**

Telephone: 0808 164 3332  
Email: [helpline@sands.org.uk](mailto:helpline@sands.org.uk)  
Website: [www.sands.org.uk](http://www.sands.org.uk)

**BACP - British Association for Counselling & Psychotherapy**

Telephone: 01455 883300  
Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)  
Website: [www.bacp.co.uk](http://www.bacp.co.uk)

**Carers Trust**

Telephone: 0300 772 9600  
Email: [info@carers.org](mailto:info@carers.org)  
Website: [www.carers.org](http://www.carers.org)

**Carers UK**

Telephone: 0808 808 7777  
Email: [advice@carersuk.org](mailto:advice@carersuk.org)  
Website: [www.carersuk.org](http://www.carersuk.org)

**Samaritans**

Telephone: 116 123 (free from any phone, 24 hours a day, 365 days a year)  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Website: [www.samaritans.org](http://www.samaritans.org)

## Large print and other languages

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. For more information, speak to your clinical team.

এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মত বিকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যেতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিক্যাল টিমের সাথে কথা বলুন।

Na żądanie te informacje mogą zostać udostępnione w innych formatach, takich jak zapis większą czcionką lub łatwą do czytania, a także w innych językach. Aby uzyskać więcej informacji, porozmawiaj ze swoim zespołem specjalistów.

Macluumaadkaan waxaa loo heli karaa qaab kale, sida ugu akhrinta ugu fudud, ama far waa weyn, waxana laga yabaa in lagu heli luuqaado Kale, haddii la codsado. Wixii macluumaad dheeraad ah, kala hadal kooxda xarunta caafimaadka.

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

یہ معلومات متبادل فارمیٹس میں دستیاب کی جا سکتی ہیں، جیسا کہ پڑھنے میں آسان یا بڑا پرنٹ اور درخواست پر متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، اپنی کلینکل ٹیم سے بات کریں۔

## Tell us what you think

Tweet us @NHSBartsHealth

Talk to us via [facebook.com/bartshealth](https://www.facebook.com/bartshealth)

Leave feedback on NHS Choices [www.nhs.uk](https://www.nhs.uk)

**Reference:** BH/PIN/372

Publication date: May 2022

All our patient information leaflets are reviewed every three years.