

Duty of Candour Annual Report

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of Candour within our service.

Name & address of service:	One Private Healthcare & Doc's Needle	
Date of report:	09/01/2026	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?	Yes	
How have you done this?	Reviewing the policy with current staff	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	NO

How many times have you/your service implemented the duty of candour procedure this financial year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (April XX - March XX)
A person died	Jan 25 – Jan 26 = 0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	Jan 25 – Jan 26 = 0
A person's treatment increased	Jan 25 – Jan 26 = 0
The structure of a person's body changed	Jan 25 – Jan 26 = 0
A person's life expectancy shortened	Jan 25 – Jan 26 = 0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	Jan 25 – Jan 26 = 0
A person experienced pain or psychological harm for 28 days or more	Jan 25 – Jan 26 = 0
A person needed health treatment in order to prevent them dying	Jan 25 – Jan 26 = 0
A person needing health treatment in order to prevent other injuries as listed above	Jan 25 – Jan 26 = 0
Total	0

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	No duty of candour implemented
What lessons did you learn?	N/A
What learning & improvements have been put in place as a result?	N/A
Did this result in a change / update to your duty of candour policy / procedure?	N/A
How did you share lessons learned and who with?	N/A
Could any further improvements be made?	N/A
What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?	By continuing to provide the staff with tools/templates as detailed in our Duty of Candour Policy and by providing a comfortable and safe environment to support the staff in providing an apology.
What support do you have available for people involved in invoking the procedure and those who might be affected?	By keeping all parties involved updated and informed throughout the process
Please note anything else that you feel may be applicable to report.	N/A