



## 1. Introduction

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when unintended or unexpected events happen that result in death or harm as defined in the Act, the people affected understand what has happened, receive an apology, and are informed by the organisation what has been learned and how improvements for the future will be made.

An important part of this duty is that we publish an annual report which describes how the Ellon Medical Group has operated the Duty of Candour. This short report describes how we have operated Duty of Candour between 1 April 2019 and 31 March 2020.

## 2. How many incidents happened to which the Duty of Candour applies?

Between 1 April 2019 and 31 March 2020, there were **zero** incidents where the Duty of Candour applied. Duty of Candour incidents are identified as unintended or unexpected incidents that result in death or harm as defined in the Act, and do not relate directly to the natural course of someone's illness or underlying condition.

## 3. Information about our policies and procedures

Where something has happened that triggers the Duty of Candour, our staff report this to the Practice Manager and/or a GP partner who has responsibility for ensuring that the Duty of Candour procedure is followed. The manager records the incident and reports as necessary to the Care Inspectorate.

When an incident has happened, the manager and staff set up a learning event analysis. This allows everyone involved to review what happened and identify changes required for the future. All new staff are informed of the Duty of Candour procedure at their induction.

We know that serious mistakes can be distressing for staff as well as people receiving care and their families. We have occupational welfare 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 also have arrangements in place to provide welfare support as necessary.

If you require further information regarding Ellon Medical Group or this report, please contact the Practice as detailed below:

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As required, we have submitted this report to the Scottish Ministers and it is publically displayed within the Practice waiting area and via the Ellon Medical Group website [www.ellonmedicalpractice.co.uk](http://www.ellonmedicalpractice.co.uk).