



Duty of Candour Annual Report Template

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:	Aspire Aesthetics Ltd, 67 High Street, Inverurie, AB51 3QJ	
Date of report:	4 th April 2019	
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?	As an owner/operator business Aspire's Director has personally ensured a high level of familiarity with the legal requirements of the duty of candour and developed an operating policy accordingly.	
How have you done this?	This has been achieved via self-directed study and policy development.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

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 2018 - March 2019)
A person died	NA
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	NA
A person's treatment increased	NA
The structure of a person's body changed	NA
A person's life expectancy shortened	NA
A person's sensory, motor or intellectual functions was impaired for 28 days or more	NA
A person experienced pain or psychological harm for 28 days or more	NA
A person needed health treatment in order to prevent them dying	NA
A person needing health treatment in order to prevent other injuries as listed above	NA
Total	NA



Did the responsible person for triggering duty of candour appropriately follow the procedure? If not, did this result in any under or over reporting of duty of candour?	NA
What lessons did you learn?	NA
What learning & improvements have been put in place as a result?	NA
Did this result in a change / update to your duty of candour policy / procedure?	NA
How did you share lessons learned and with whom?	NA
Could any further improvements be made?	NA
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?	Continuous personal development, further education and peer mentoring.
What support do you have available for people involved in invoking the procedure and those who might be affected?	NA
Please note anything else that you feel may be applicable to report.	During the reporting period concerned there has been no requirement to activate the local policy and exercise the duty of candour.