

DUTY OF CANDOUR ANNUAL REPORT - 5th APRIL 2024

Name & address of service:	The Glasgow Clinic, 234 West George Street, Glasgow, G2 4QY	
Date of report:	5th April 2024	
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?	All staff are trained when beginning employment and every three years. We have a Duty of Candour Policy in place which sets out our responsibilities.	
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 2023 - March 2024)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

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?	N/A
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 with whom?	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?	Regular training in Duty of Candour in addition to regular training in related topics such as treatment of patients with dignity and respect.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Although we do not have any Duty of Candour incidents to report, we hold regular staff meetings to discuss ways to improve our service. We instil a "no blame" culture to encourage staff to admit any mistakes, no matter how minor, so we can discuss these and learn from them.
Please note anything else that you feel may be applicable to report.	N/A