

Duty of Candour Annual Report

April 2019 - March 2021

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 as required by Health Improvement Scotland.

Name & address of service:	BMI Healthcare Limited (part of Circle Health Group) 30 Cannon Street London EC4m 6XH Services within Scotland are provided at: <ul style="list-style-type: none"> • BMI Healthcare Ross Hall Hospital • BMI Healthcare Albyn Hospital • BMI Healthcare Kings Park Hospital • BMI Healthcare Carrick Glen Hospital 	
Date of report:	22 nd April 2021	
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? How have you done this?	BMI Healthcare (part of Circle Health Group) has a defined Policy relating to Duty of Candour (DoC), when it is applicable and how it is applicable. There is cross reference to this requirement within other relevant documents, such as our Incident Management Policy and Complaints Policy. There are, at site, daily monitoring of incidents and where appropriate, DoC is commenced at the point of incident identification. Monthly reporting is completed by each hospital of all incidents where those requiring formal DoC are cross checked to ensure this has occurred, is in progress or has been completed. Further triangulation for assurance takes place through the corporate monitoring of incidents and is reported into National Clinical Governance Committee. Any gaps are identifiable through this layered approach to our assurance.	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

IHC Duty of Candour - BMI Healthcare Limited	Version: 1.0	Date: 22 nd April 2021
Produced by: National Patient Safety Lead for Circle Health Group (incorporating BMI Healthcare Limited).	Page 1 of 3	Review Date: Annual Publication
Circulation type (internal/external): Both		

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 (April19 - March20)
A person died	1
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	8
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	
A person needing health treatment in order to prevent other injuries as listed above	0
Total	9

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 (April20 - March21)
A person died	1
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	3
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	1
A person needing health treatment in order to prevent other injuries as listed above	0
Total	5

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result is any under or over reporting of duty of candour?</p>	<p>Yes – in all instances. BMI Healthcare’s incident reporting system provides a reminder for staff investigating an incident to complete or oversee that DoC is delivered. In addition, all formal documentations relating to DoC are attached to the incident report providing evidence and assurance Policy is stringently adhered to.</p> <p>DoC compliance is monitored corporately through the stringent review of incidents reported and quality checks on documentation provided by sites for remote assurance.</p>
<p>What lessons did you learn?</p>	<p>A positive lesson that our BMI staff quickly and verbally commence an informal DoC process at the point an incident is identified. This is now followed up through formal documentation.</p>
<p>What learning & improvements have been put in place as a result?</p>	<p>Not applicable</p>
<p>Did this result is a change / update to your duty of candour policy / procedure?</p>	<p>None during the timeframe of this report. (N.B. BMI Healthcare’s DoC policy was updated in March 2021 and rebranded under the Circle Health Group template – this was an amalgamation of BMI Healthcare’s policy and Circle Health’s policy.)</p>
<p>How did you share lessons learned and who with?</p>	<p>Not relating specifically to duty of candour.</p>
<p>Could any further improvements be made?</p>	<p>No issues identified during the reporting years.</p>
<p>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?</p>	<p>The Executive Directors and Directors of Clinical Services within BMI Healthcare hospitals are all experienced staff within a healthcare environment. Open and honest communication is a standard of care promoted within BMI Healthcare. Our Incident Management and Complaint Policies both consider the patient and family within their approach and where appropriate, apologies are given alongside easy to understand explanations of sometimes technical medical circumstances. Where more serious incidents require detailed investigation, it is routine to ensure the patient / family / carer have visibility of any Terms of Reference and final reports.</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>All staff have either line managers or senior colleagues to provide support and guidance at all times.</p> <p>In any instance of further support, all BMI Healthcare staff have access to an employee assistance programme for debrief should that be suitable.</p> <p>All sites have a Speak up for Safety Champion and BMI Healthcare supports this team through a senior Speak Up Guardian. All are available at all times to provide assistance, guidance and support where and when needed.</p>
<p>Please note anything else that you feel may be applicable to report.</p>	<p>Nil at this time.</p>