



Duty of Candour Procedure

The Channings Dental Practice follows the procedure outlined below if there is an unexpected or unintended event that meets the definition of a duty of candour incident (i.e. results in death or harm that is not related to the course of the condition for which the patient is receiving care).

- Notify the person affected (or family/relative where appropriate)
- Provide an apology
- Carry out a review into the circumstances leading to the incident
- Offer and arrange a meeting with the person affected and/or their family, where appropriate
- Provide the person affected with an account of the incident
- Provide information about further steps taken
- Make available, or provide information about, support to persons affected by the incident
- Keep a record of the event to include in annual reporting
- Prepare and publish an annual report on the duty of candour

When an incident occurs, to assist in following the practice's duty of candour procedure, the following checklist of steps to be taken to fulfil the duty of candour is completed.

The Organisational Duty of Candour Checklist

Step 1: Identifying and Contacting the Relevant Person	<ul style="list-style-type: none">• Do you know who the relevant person is in respect of this incident?• Is their preferred method of communication already known? If not, this needs to be determined and noted.• Has it been possible to make contact with them? If not, a note should be made of the attempts that have made to make contact.
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<p>Step 2: Notify Relevant Person</p>	<ul style="list-style-type: none"> ● Provide the relevant person with an account of the incident and what actions are going to be taken. (Note that if it is more than a month since the incident need to explain why).
<p>Step 3: Arrange a meeting</p>	<ul style="list-style-type: none"> ● Arrange a meeting – and provide the person with the opportunity to ask questions in advance of the meeting. The person might wish to bring someone else to the meeting and, with agreement, a colleague from the practice may take notes. ● At the meeting (or through communication if not desired): <ul style="list-style-type: none"> ● Apologise, if not already happened. ● Tell the person what happened. ● Tell them what further steps are being taken. ● Give the relevant person the opportunity to ask further questions and express their views. ● Tell them about any other processes that might be on-going. ● Provide them with a note of the meeting and details on how to contact a person within the organisation.
<p>Step 4: Carry out a review</p>	<ul style="list-style-type: none"> ● Start a review – remember to seek the views of the relevant person. ● Prepare a report – to include the manner in which the review has been carried out. ● Ensure that report focus is on improving quality and sharing learning. ● Report to include the actions taken in respect of the duty of candour procedure. ● Offer to send the relevant person a copy of the review report – remember to let them know of any further actions subsequently. ● Make sure that a written apology is offered.



**Throughout:
Support and
Assistance for the
Relevant Person
and Staff**

- Consider and give relevant person support or assistance available to them.
- Staff to receive training and guidance on all requirements of the procedure.
- Employees to be provided with details of services or support relating to their needs arising from the incident.