

Duty of Candour



Introduction

This leaflet has been designed to provide you with the relevant information on Duty of Candour.

What is Duty of Candour?

Duty of Candour is a statutory (legal) duty to be open and honest with our patients and their families when something in the care we have provided has gone wrong and caused significant harm.

Why have I been given this leaflet?

You, a member of your family or someone you care for have come to harm whilst under our care and we will be carrying out an investigation.

Why does harm occur?

We always try our best to provide high quality care to all our patients but healthcare can be complex and occasionally things do not go to plan. Sometimes a patient may suffer harm despite our very best intentions.

What happens now?

We take incidents that happen to our patients very seriously and we will do the following:

- A member of staff will speak to you within 10 working days of the incident being reported and explain honestly and openly what has happened and the process of what will happen next
- Apologise that you, a family member or someone you care for have suffered harm
- We will provide a full and true account of all the known facts at that time. All of the facts may not be clear at this point so the member of staff may not be able to answer all of your questions until we have investigated further
- Send you a letter detailing what has happened and what we are going to do next
- Give you the opportunity to discuss the scope of the investigation and ask you if there are any areas you would like to be explored

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

- Keep in touch with you throughout the investigational process and provide you with a contact person in case you have any questions
- Undertake a full investigation and provide you with the outcome of what we find. You are entitled to receive a copy of the finalised report. If you would like this then please let us know.

What happens during the investigation?

The main priorities of the investigation will be to:

- Establish what went wrong and confirm the main reasons the incident happened
- Establish if there were any gaps in the care or treatment provided by us
- Establish if this incident could have been avoided
- Establish recommendations that address any gaps we have identified.

The investigation may take up to 60 working days (in alignment with national time scales). You will be kept informed of any progress or delays throughout the investigation.

What happens after the investigation?

After we have concluded the investigation you can expect:

- A member of staff to contact you to discuss what we have learnt from the investigation
- Answer any questions you have
- After you have discussed the outcome of the investigation with a member of staff we will write to you so you can keep a recorded copy of what was discussed
- We will learn from what has happened and put actions in place to make improvements
- We will always be open and honest with you.

Can I bring someone with me to discuss the investigation?

Yes, we would recommend that you choose someone to support you during these discussions. This should be someone that you are comfortable with and who you don't mind hearing your personal/sensitive information.

The Trust can arrange for someone to support you if required. Please just let us know.

Can I make a complaint?

Duty of Candour does not affect your right to make a complaint. If you are not satisfied with your care or your concerns have not been fully addressed you have the right to make a complaint. In the first instance please contact the Patient Advice and Liaison Service (PALS.)

Contact details

Patient Experience Team (PALS)

Post

Royal Wolverhampton NHS Trust
New Cross Hospital
Patient Information Centre
Zone C, location C2
Wolverhampton Road
Wolverhampton
WV10 0QP
Telephone
01902 695368 / 695362
07880 601085

Email: rwh-tr.pals@nhs.net

If you are coming to the hospital and want to speak face to face to PALS they are open Monday – Friday, 8:30am – 4:30pm (excluding Bank Holidays).

New Cross Hospital

Wolverhampton Road
Wolverhampton
West Midlands
WV10 0QP
Telephone: 01902 307999

West Park Rehabilitation Hospital

Park Road West
Wolverhampton
West Midlands
WV1 4PW
Tel: 01902 444000

Cannock Chase Hospital

Brunswick Road
Cannock
WS11 5XY
Telephone: 01543 572757

Wolverhampton Eye Infirmary

New Cross Hospital
Wednesfield Road
Wolverhampton
WV10 0QP
Telephone: 01902 695800

The Gem Centre

Bentley Bridge Business Park
Neachells Lane
Wednesfield
Wolverhampton
WV11 3UP
Telephone 01902 446270

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。