

Is support available if I need it?

Yes. Details of support can be found below. In addition, the person leading the investigation will help to identify specific support relevant to your needs.

Action against Medical Accidents

An independent charity which can provide free and confidential support through its helpline or put you in touch with one of its accredited solicitors specialising in medical negligence.

Telephone: 0845 123 2352
(Mon-Fri 10am to 3:30pm)

Website: www.avma.org.uk

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) provides an on-the-spot point of contact for patients, their families, and their carers who need confidential advice, support, and information on health-related matters.

Telephone: 01227 783145

Email: ekh-tr.pals@nhs.net



This leaflet has been produced by Kent Surrey Sussex Patient Safety Collaborative's Community of Practice in Serious Incident, based on a collaborative approach with its Patients as Partners for Improvement.

Healthwatch Kent

The local consumer champion in health care, which works to share information, expertise and learning in order to improve health and social care services.

Telephone: 0808 801 0102

Email: info@healthwatchkent.co.uk

Website: www.healthwatchkent.co.uk

Support, Empower, Advocate, Promote (SEAP): Kent

Independent advocacy services to help resolve issues or concerns you have about your health or healthcare services.

Telephone: 0330 490 9000 or **Text:** PEOPLE to 80800

Email: info@theadvocacypeople.org.uk

Website: www.seap.org.uk

Your contact at the hospital:

Name: _____

Telephone: _____

Our commitment to you when something may have gone wrong

.....
Patient information leaflet





Duty of Candour

We have a legal duty to be open and honest with patients, their families, or carers when something may have gone wrong and that appears to have caused or could lead to significant harm in the future. This is called the Duty of Candour.

This leaflet explains what you can expect from the process and we hope it will help you to better understand what will happen, what it means, and your role in the investigation.

What to expect

We appreciate this may be a difficult time for you, and that there is never a good time to have the initial conversation about the incident. This is what you can expect from the Duty of Candour process.

- A member of staff will discuss the situation with you honestly and openly as soon as possible.
- We value your contribution to the investigation at any time throughout the process.
- Once the investigation is up and running we will contact you, usually by letter, to let you know who your named contact is.
- We will try and answer any questions you may have. However, some of your questions may not be able to be answered until the investigation is complete.
- Please let us know if you'd rather have this information via post, email or a phone call.
- We will share the findings of the investigation with you when it is complete.

What does this mean for you?

To complete a thorough investigation a lot of information has to be gathered and analysed. We have a maximum of 60 working days to investigate what happened and produce a written report.

Sometimes an investigation may take longer, for example, if we need to seek external expert opinion, or if it is very complex. We will advise you of delays as they arise.

As this is a formal report it is important for you to be aware that it can appear a little impersonal in how it is written. This is because the report needs to be structured and factual in order to see exactly what happened.

However, please be assured that you, and the impact of what happened to you, is always our focus throughout the investigation process. Additionally, it is important for us to tell you that sometimes, even after investigation, we do not always find a clear cause for what happened.

Although the report is used mainly by us, the report may also be made available to our commissioners, Her Majesty's Coroner, and other agencies if appropriate. For this reason, the report will not include your name or details. This is to protect your privacy. Additionally, completed reports are not kept in your medical records.

Will it affect your on-going care?

Although you may feel anxious about discussing your experience with the people who have been treating you, especially if you need further treatment, we would like to assure you that any future care you receive will be delivered with respect, compassion, and dignity. However, we recognise that you may wish to receive treatment from another team or provider and will make arrangements for this as required.

