**Duty of Candour Policy**

**1. Purpose**

To ensure openness, honesty, and transparency when an unintended or unexpected incident occurs that results in harm to a patient, in accordance with Scottish law.

**2. Scope**

This policy applies to all staff within the GP Practice, including GPs, nurses, administrative personnel, and support staff.

**3. Principles**

* **Openness & Transparency**: Patients and their families must be informed when an incident occurs.
* **Learning & Improvement**: The practice must review incidents to improve patient safety.
* **Support & Communication**: Patients, families, and staff must receive appropriate support.

**4. Duty of Candour Procedure**

* **Identification of an Incident**: Any unintended or unexpected event that results in harm must be reported.
* **Notification**: The affected patient (or their representative) must be informed **as soon as possible**.
* **Apology**: A sincere apology must be provided, clarifying what happened.
* **Investigation & Review**: A formal review must be conducted to determine the cause and prevent recurrence.
* **Action Plan**: Steps must be taken to improve care based on findings.
* **Reporting**: The incident must be documented and reported in line with NHS Scotland requirements.

**5. Staff Training & Support**

* All staff must complete **Duty of Candour training**, including the **NHS Scotland e-learning module**.
* Support must be provided to staff involved in incidents.

**6. Compliance & Monitoring**

* The practice must conduct **annual reviews** of Duty of Candour incidents.
* Compliance with the **Duty of Candour (Scotland) Regulations 2018** must be ensured.

This policy promotes a culture of **honesty, learning, and patient safety**.