**Cloud Nine Clinic**

**Policy of Duty of Candour**

**The professional duty of candour**

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. This means that healthcare professionals must:

* tell the patient (or, where appropriate, the patient’s advocate, carer or family) when something has gone wrong
* apologise to the patient (or, where appropriate, the patient’s advocate, carer or family)
* offer an appropriate remedy or support to put matters right (if possible)
* explain fully to the patient (or, where appropriate, the patient’s advocate, carer or family) the short and long term effects of what has happened.

Healthcare professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

**About this guidance**

**1** All healthcare professionals have a duty of candour – a professional responsibility to be honest with patients\* when things go wrong. This is described in the professional duty of candour, which introduces this guidance and forms part of a joint statement from eight regulators of healthcare professionals in the UK.

\*When we refer to ‘patients’ in this guidance, we also mean people who are in your care.

**2** As a doctor, nurse or midwife, you must be open and honest with patients, colleagues and your employers.

**3** This guidance complements the joint statement from the healthcare regulators and gives more information about how to follow the principles set out in Good medical practice and The Code: Professional standards of practice and behaviour for nurses and midwives. Appendix 1 sets out relevant extracts from General Medical Council (GMC) and Nursing and Midwifery Council (NMC) guidance. This guidance applies to all doctors registered with the GMC and all nurses and midwives registered with the NMC across the UK.

**4** This guidance is divided into two parts.

(a) Your duty to be open and honest with patients in your care, or those close to them, if something goes wrong. This includes advice on apologising

(b) Your duty to be open and honest with your organisation, and to encourage a learning culture by reporting adverse incidents that lead to harm, as well as near misses (paragraphs 22–33).

**5** This guidance is for individuals. We recognise that care is normally provided by multidisciplinary teams, and we don’t expect every team member to take responsibility for reporting adverse incidents and speaking to patients if things go wrong. However, we do expect you to make sure that someone in the team has taken on responsibility for each of these tasks, and we expect you to support them as needed.

**Being open and honest with patients in your care, and those close to them, when things go wrong**

**Discuss risks before beginning treatment or providing care**

**6** Patients must be fully informed about their care. When discussing care options with patients, you must discuss the risks as well as the benefits of the options.

**7** You or an appropriate person must give the patient clear, accurate information about the risks of the proposed treatment or care, and the risks of any reasonable alternative options, and check that the patient understands. You should discuss risks that occur often, those that are serious even if very unlikely, and those that the patient is likely to think are important.

**All staff within Cloud Nine Clinic must be open and honest with Patients not just the Healthcare professionals.**

**Reviewed 01/03/2022**

**Next review 01/03/2023 Ewan Mckerracher**