The policy aims to improve the quality and consistency of communication when incidents involving patients, staff or visitors occur and/or in situations which give rise to complaints. The policy will make sure that if mistakes are made the patient and/or their carer, relative, staff member or visitor will be given an opportunity to discuss what went wrong, that they will receive an apology and be informed of the action the surgery will take to prevent it happening again. This document also outlines the process by which staff must comply with the professional, contractual and statutory Duty of Candour to ensure that when harm events occur, patients and relatives are fully informed and are involved in the investigation process.

Our team is committed to an open and honest approach in all matters. It fully endorses the principles of *Being open* and the Duty of Candour and it is the duty of all staff to follow this approach. The surgery is committed to an open, honest and fair culture and the overall approach expected within the organisation is one of help and support.

**Main imperatives of this policy are:**

**If potential harm has occurred as a result of a mistake or error in their care we as an organisation must:**

* Apologise to all affected parties for the harm caused;
* Explain, openly and honestly, what has gone wrong;
* Describe what we are doing in response to the incident;
* Offer any support that might be of help;
* Provide the name of a person to speak to;
* Give updates on the results of any investigation/developments