



**DUTY OF CANDOUR
ANNUAL REPORT
2024-2025**



Purpose

The Duty of Candour annual report is to promote transparency and accountability by summarising instances where patients have been, or could have been, harmed or distressed due to issues in their care or treatment.

This report ensures that healthcare providers demonstrate their commitment to being open and honest, offering apologies, providing appropriate support or remedies, and fully explaining the impact of these incidents to patients.

Additionally, the report serves as a tool for tracking the frequency of Duty of Candour cases, fostering a culture of openness, learning, and continuous improvement within healthcare organisations.

Name & address of service:	MCL Medics, 14 Albert street, Aberdeen, AB25 1XQ	
Date of report:	18.03.2025	
How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively? How have you done this?	<p>Automated Feedback System: Our procedure includes a fully automated system for compliments, concerns, and complaints. Any clinical concerns or complaints that require the Duty of Candour procedure will be addressed by the line manager.</p> <p>Clinical Supervision: Regular one-on-one sessions for clinical staff are held for supervision and discussion of clinical cases.</p>	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES	

How many times have you/your service implemented the duty of candour procedure this year?	
Type of unexpected or unintended incidents (not relating to the natural course of someone's illness or underlying conditions)	Number of times this has happened (01 Jan 2024-31 Dec 2024)
A person died	0
A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions	0
A person's treatment increased	0
The structure of a person's body changed	0
A person's life expectancy shortened	0
A person's sensory, motor or intellectual functions was impaired for 28 days or more	0
A person experienced pain or psychological harm for 28 days or more	0
A person needed health treatment in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
Total	0

<p>Did the responsible person for triggering duty of candour appropriately follow the procedure?</p> <p>If not, did this result in any under or over reporting of duty of candour?</p>	<p>Duty of Candour: Appropriately utilised and referenced against the accident log and complaints. No evidence of other incidents that should have been reported through the Duty of Candour procedure.</p>
<p>What lessons did you learn?</p>	<p>N/A</p>
<p>What learning & improvements have been put in place as a result?</p>	<p>N/A for our current figures.</p> <p>Duty of Candour Procedure: Available to team members via the document control system and managed through the review of complaints at monthly clinical governance meetings. Additionally, the Compliments, Concerns, and Complaints training was previously enhanced in 2022 and this ensures improved logging and tracking of complaints.</p>
<p>Did this result in a change / update to your duty of candour policy / procedure?</p>	<p>N/A</p>
<p>How did you share lessons learned and who with?</p>	<p>N/A</p>
<p>Could any further improvements be made?</p>	<p>Events that invoke the Duty of Candour are expected to be evaluated through a Significant Event Analysis (SEA).</p>
<p>What systems do you have in place to support staff to provide an apology in a person-centred way and how do you support staff to enable them to do this?</p>	<p>Staff Support and Process for Apologies: Individual staff members will receive support from their line manager. Any required written apology will undergo managerial review and be linked to our Compliments, Concerns, and Complaints Procedure.</p>
<p>What support do you have available for people involved in invoking the procedure and those who might be affected?</p>	<p>Support Structure: Support will be led by the line manager and escalated to the Director of Service if necessary. MCL Medics will provide the Employee Assistance Programme (EAP) for any affected staff member, if required.</p>
<p>Please note anything else that you feel may be applicable to report.</p>	<p>N/A</p>

<p>Approved Chief Medical Officer</p>	<p>Dr Lisa Harper Medical Director of Occupational Health</p>
---------------------------------------	---