

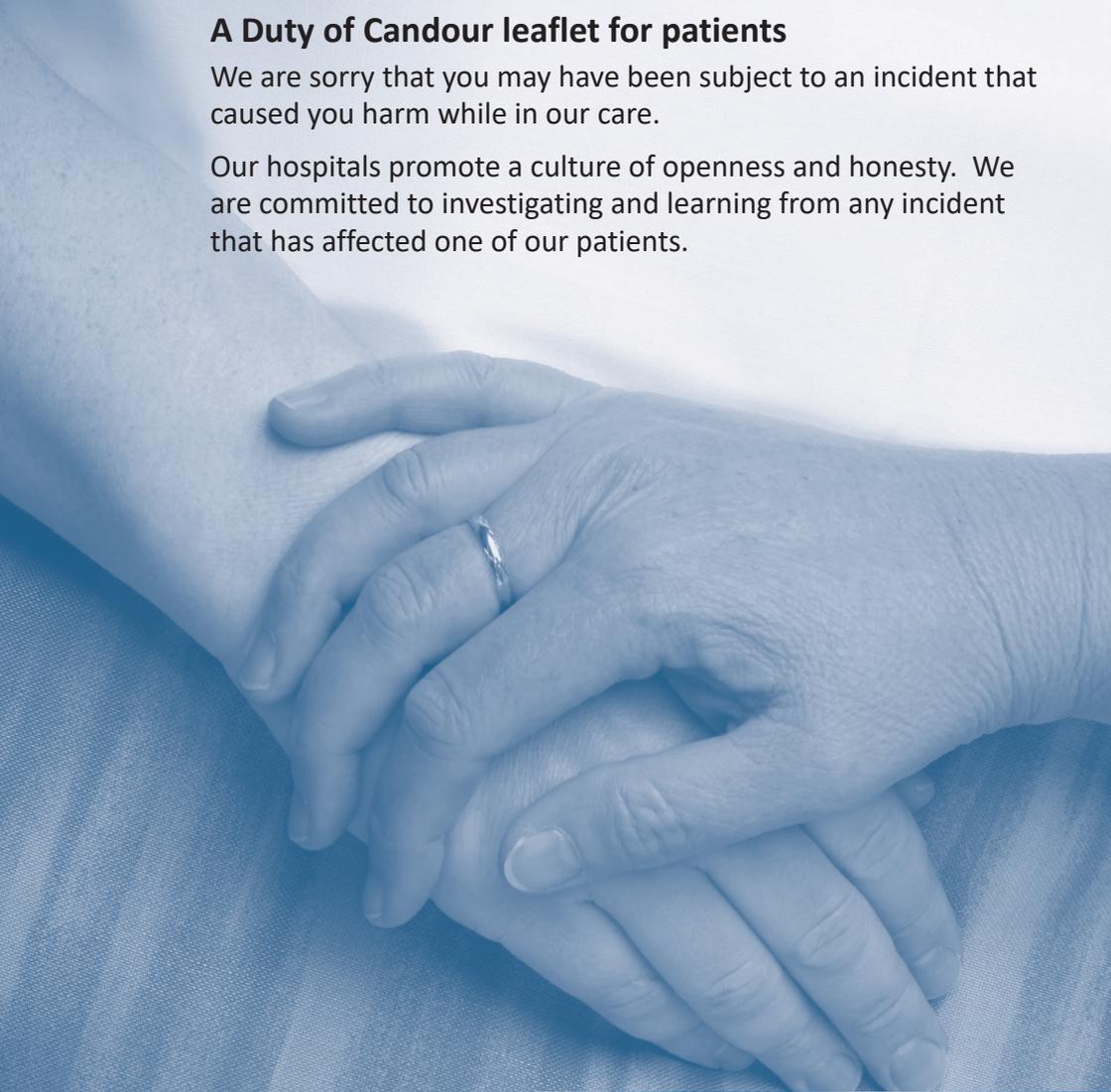


Providing the safest, most effective care possible

A Duty of Candour leaflet for patients

We are sorry that you may have been subject to an incident that caused you harm while in our care.

Our hospitals promote a culture of openness and honesty. We are committed to investigating and learning from any incident that has affected one of our patients.



AFFIX LABEL HERE IF AVAILABLE

NHS Number:

District Number:

Surname:

Forename(s):

Address:

.....

D.o.B.:

What is a Patient Safety Incident?

Patient safety incidents are unintended or unexpected events which could have or did result in some harm to a patient.

A brief description of what you have been told:

In order to be honest and open about the care you receive, we will discuss this incident with you (and any chosen relatives or carers) and explain what we are going to do about it.

This incident has been reported to senior medical and nursing staff and the patient safety teams in the hospital.

Our immediate priority is to ensure you receive any urgent care you need following the incident and that you are safe. Once we are assured that your treatment or care is underway we will carry out an investigation.

The main priority in our investigation is to understand what happened, why it happened and how we can learn from the patient safety incident to significantly reduce the risk of recurrence.

This will involve

- Asking for your recollection of what happened.
- Asking how much you, your chosen relatives or carers wish to be involved in updates regarding the investigation progress.
- Reviewing your medical and nursing notes.
- Talking to staff who have been involved in your care.
- Identifying any causes of the incident.
- Making changes, if we can, to prevent this from happening again.
- Sharing our findings with you.
- Anonymised shared learning and improvements throughout all of Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust; and where appropriate, the wider NHS.

The level of investigation undertaken will depend on the seriousness of the incident and may take up to 60 working days (12 weeks). We will keep you informed about the progress of our investigation.

When the investigation is complete we will contact you as agreed and arrange to share the outcomes of the investigation, including what learning and improvements, if any, have been identified.

If you do not wish us to contact you, or you would like us to contact a relative or carer on your behalf, please let us know.

During the investigation:

If you have any concerns in relation to the process please do not hesitate to contact the person below:

Name:

Job title:

Contact Number:

Email:

Feedback

We appreciate and encourage feedback.

If you need advice during this process and are unable to contact the person named overleaf, please speak to another member of staff or contact the Patient Advice and Liaison Service.

Patient Advice and Liaison Service (PALS)

The team are available to help with any concerns/complaints you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

The contact details are:

Telephone: 01302 642764 or 0800 028 8059

Email: dbth.pals.dbh@nhs.net

Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust endeavour to ensure that the information given here is accurate and impartial.