

Useful Numbers

Complaints Department

St. Mary's Hall
Royal Sussex County Hospital
Eastern Road
Brighton
East Sussex
BN2 5BE
01273 664511

Medico-Legal Department

St Mary's Hall
Royal Sussex County Hospital
Eastern Road
Brighton
East Sussex
BN2 5BE
01273 664736

If you require this document in a language other than English please inform your interpreter or a member of staff.

إذا كنت تريد هذه الوثيقة بلغة أخرى غير اللغة الإنجليزية، فيرجى إخطار المترجم الفوري المخصص لك أو أحد أفراد طاقم العمل.

ইংরেজি ছাড়া অন্য কোন ভাষায় এই লিখি আপনার প্রয়োজন হলে অনুগ্রহ করে আপনার অনুবাদক বা কোন স্টাফকে জানান।

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در صورتیکه این سند را به زبان دیگری غیر از انگلیسی می خواهید، لطفاً به مترجم خود و یا یکی از کارکنان اطلاع دهید.

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Jeżeli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej, prosimy poinformować o tym tłumacza ustnego lub członka personelu.

Se precisa deste documento noutra lingua por favor informe o seu interprete ou um membro do pessoal.

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Our Duty of Candour



Communicating with patients and carers
in the event of unintended harm

What is meant by 'Duty of Candour'?

Despite our best efforts, mistakes occasionally happen. There are numerous safety checks to ensure that these do not affect patients. However, sometimes these systems break down and patients may be harmed whilst in our care. Please be assured that this happens very rarely. In the unlikely event that it were to happen to you, we would tell you honestly and openly. We would also share with you our understanding of why it happened and offer you involvement in how we plan to reduce the chances of the same mistake happening again. This is known as the Duty of Candour.

Who would tell me something had gone wrong?

Most errors are minor in nature and do not affect a patient's treatment or care. In the rare event that a mistake occurs that results in significant harm, a senior health care professional will meet with you and/or your family and an investigation into what happened will begin. The health care professional leading the investigation will also offer to meet with you after the investigation to discuss our findings and respond to your questions.

How will I be kept informed of the investigation and its findings?

The health care professional leading the investigation will arrange to share their findings with you. You will also be able to contact them if you have questions or concerns in between these times. When the investigation is completed, a report of the findings and any proposed changes to current practice will be shared with you.

Will my comments and suggestions be listened to?

Yes. Your views on what happened and why are essential to understanding and reducing the risk of the same mistake happening again. Please be open with us.

What if I want to make a complaint or claim for compensation?

Being candid with you, and involving you in understanding what has happened, does not affect your right to make a formal complaint or claim for compensation.

The address of the Complaints department and Medico-legal department are included in this leaflet.

Is support available if I need it?

Yes. Details of support available can be found on the back of this leaflet. In addition, the person leading the investigation will help to identify specific support relevant to your needs.

Patient Advice and Liaison Service (PALS)

Provides confidential information, advice and support for patients and carers about the Trust's services.

Tel: 01273 696955 Ext. 4588

(Brighton sites)

01444 441881 Ext. 8678

(Haywards Heath sites)

PALS@bsuh.nhs.uk

Action against Medical Accidents

An independent charity which can provide free and confidential advice and support through its helpline or put you in touch with one of its accredited solicitors specialising in medical negligence.

www.avma.org.uk

Helpline 08451232352

Cruse Bereavement Care

Provides information and support to anyone affected by a death.

Tel: 01273 234007

www.crusebereavementcare.org.uk

Safety and Quality Team

Supports the investigation process and will sometimes be the point of contact for patients and carers during the investigation. The Team can also facilitate contact with support services or groups.

Tel: 01273-696955 extn. 63025

Melanie.ottewill@bsuh.nhs.uk

Elaine.spencer@bsuh.nhs.uk