

Duty of Candour (DoC) Annual Report

Name and Address of Service	The Travel Clinic (Glasgow) LLP 5 West Wing, St James Business Centre, Linwood Road, Paisley, PA3 3AT
Date of Report	19/4/2023
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?	Information relating to DoC legal requirements for independent clinics taken from HIS guidance documents. Guidance information accessed at www.gov.scot – Organisational Duty of Candour: guidance
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 financial 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 (April 2022 - March 2023)
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

Did the responsible person for triggering duty of candour appropriately follow the procedure?	n/a
If not, did this result in any under or over reporting of duty of candour?	
What lessons did you learn?	n/a
What learning & improvements have been put in place as a result?	n/a
Did this result in a change / update to your duty of candour policy / procedure?	n/a
How did you share lessons learned and with whom?	n/a
Could any further improvements be made?	n/a
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?	We have not had any incidents or issues that have involved duty of candour. We have one clinical staff member who is the registered manager – they would be supported by our medical director. All apologies would be offered verbally and in-person and ideally involve the clinician if appropriate to do so.
What support do you have available for people involved in invoking the procedure and those who might be affected?	They would be supported by our medical director.
Please note anything else that you feel may be applicable to report.	n/a