**Duty of Candour Policy**

At New Park Medical Practice we pride ourselves on maintaining the highest of standards and putting our patients first.

We want our patients to be completely happy with the treatment and care they receive from the Practice. Our duty of care to our patients means that we are open and honest with our patients on all aspects of their treatment.

This means that at if anything goes wrong we will:

* Inform patients (or, where appropriate, the patient’s advocate, carer or family) in a timely manner when we realise something has gone wrong with their treatment which may affect them
* Answer any questions the patient may have  fully and honestly
* If a patient makes it clear that they do not want to know the details, we will respect their decision. However, we will let them know that they can have further information later if they change their mind.
* Raise any concerns we have about a patients safety
* Apologise to the patient (or, where appropriate, the patient’s advocate, carer or family);
* Offer an appropriate remedy or support to put matters right (if possible); and
* Explain fully to the patient (or, where appropriate, the patient’s advocate, carer or family)
* The short and long term effects of what has happened.

We also undertake to be open and honest with our colleagues, employees and relevant organisations, and take part in reviews and investigations when requested. We will support and encourage each other to be open and honest and not stop someone from raising concerns.

Our aims are to:

* Put patients’ interests first
* Have a culture of openness and honestly at all levels and act with integrity
* Provide a written and truthful account of the incident, explainingin any investigations and enquiries made
* Provide a written apology and a practical solution if a patient makes a complaint
* Provide support to those directly affected by an incident

If you would like to make a complaint about any aspect of your treatment, you can report your complaint in writing to our Practice Manager, Gillian Marshall, who will try and resolve your complaint.

September 2022