

Duty of Candour

Shore Medical share a common purpose with our partners in health and social care – and that is to provide high quality care and ensure the best possible outcomes for the people who use our services. Promoting improvement is at the heart of what we do.

Shore Medical endeavour to provide a first-class service at all times but sometimes things go wrong and our service may fall below our expected levels

In order to comply with Regulation 20 of the Health and Social Care Act 2008 (Regulations 2015) Shore Medical will act in an open and transparent way:

- With relevant people
- In relation to care and treatment provided
- To service users
- In performing a regulated activity

After becoming aware of a notifiable safety incident Shore Medical will:

- Notify the relevant person as soon as is reasonably practicable
- Provide reasonable support, such as an interpreter or emotional support if needed.

The notification will:

- Be given in person by at least one representative of the practice, and followed by a written notification.
- Provide a true and accurate account of the incident
- Provide advice on what further enquiries into the incident are required
- Include an apology
- Be recorded in a written record, which is kept securely.

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