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Organisational Duty of Candour Annual Report

McKeown Medical

Reporting period: 1 April 2024–31 March 2025

Report completed: 1 April 2025

OUR COMMITMENT

McKeown Medical is committed to openness, honesty and transparency in the care we provide. Where an unintended or unexpected incident meets the statutory threshold for the organisational duty of candour, our responsibility is to inform those affected, apologise, involve them in reviewing what happened and explain any resulting improvements.

INCIDENTS DURING THE REPORTING PERIOD

There were no incidents to which the statutory organisational duty of candour applied during the reporting period.

Consequently, no duty of candour procedures were initiated in relation to incidents during this period, and there are no incident-specific procedural steps to report.

POLICIES, PROCEDURES AND SUPPORT

Our approach is to identify and report patient safety incidents, review the circumstances and assess whether the organisational duty of candour applies.

Where the duty applies, the procedure provides for communication with the person affected or their representative, an apology, an opportunity to meet and discuss the incident, involvement in the review, and information about its findings and any actions arising.

Support is considered according to the needs of patients, their representatives and staff involved.

LEARNING AND IMPROVEMENT

As there were no incidents triggering the organisational duty of candour during the reporting period, no changes to policies or procedures arose from such incidents.

All staff receive duty of candour training as part of induction and ongoing mandatory training, and are supported by senior clinicians when involved in a duty of candour discussion.

McKeown Medical remains committed to using patient feedback, incident review, audit and professional learning to improve services and patient outcomes.

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