

Duty of Candour Annual Report

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy or support and fully explain the effects to the patient.

As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered duty of Candour within our service.

Name & address of service:	QUEST CLINIC 19 Miller Road, AYR, KA7 2BX	
Date of report:	01 February 2026	
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?	YES DUTY OF CANDOUR POLICY AND PROCEDURES IN PLACE	
Do you have a Duty of Candour Policy or written duty of candour procedure?	YES ✓	NO

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 (February 2022 - January 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? If not, did this result in any under or over reporting of duty of candour?	NOT APPLICABLE (N/A)
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?	Our Duty of Candour and Complaints Policy and Procedures provide information, support and advice.
What support do you have available for people involved in invoking the procedure and those who might be affected?	Our Complaints Policy is displayed in the clinic and is also available on the website and contains advice on how to make a complaint and the processes and support available.
Please note anything else that you feel may be applicable to report.	We encourage all customers and staff to provide feedback and have several ways they can do this. All information is collated, reviewed, shared and is also used in developing the clinic's Quality Improvement Plan.