

Duty of Candour Statement

TASL Duty of Candour Statement links to TASL's Duty of Candour Policy. The policy and adherence to policy is governed by the Quality & Clinical Governance **Group** under the leadership of the Director of Quality & Clinical Governance.

The Duty of Candour Policy is a key tenant of the organisational clinical governance framework within which patient safety events can be communicated between healthcare organisations, healthcare teams, patients, their families or carers, as per the Duty of Candour provisions set out in the Health and Social Care Act.

Non-Emergency Transport for Patients is not risk free due to the human nature of the service. Incidents will happen and nearly all of these will be due to failures in organisational systems or genuine human errors. TASL ensures that patients, and where appropriate their families or respective advocates, are told openly and honestly when unanticipated incidents happen which cause a patient harm.

TASL's Duty of Candour Policy applies to all incidents or complaints that are graded of moderate harm, severe harm or death, however patient harm incidents graded Low may also require Duty of Candour in the form of a welfare check and verbal apology by telephone.

Since the Quality & Clinical Governance Group was established in early 2018 the following Duty of Candour has been completed

Serious Incidents and Incidents

In line with TASL's Duty of Candour and Incidents policy, TASL systematically completes Duty of Candour on all Incidents where Moderate or Severe patient harm has taken place. For Low or Moderate Patient Harm this is completed by the local Contract or Station Manager via a follow up Call/Welfare Check where the patient is advised that an Incident has been identified and we will be investigating to ensure lessons are learned.

The continuous monitoring of incidents through the Quality & Clinical Governance **Group** also ensures that any themes are identified, and the appropriate escalation and action is taken. This includes reviewing the incident, ensuring any actions are completed and that feedback is given to staff. Where a theme has been identified or a wider learning point, this **is** shared to all TASL staff via TASL news.

For Severe Patient Harm Incidents or Serious Incidents these are reviewed by the Rapid Review Panel where a Lead Investigator and Duty of Candour Officer will be assigned.

LLR Duty of Candour Completed for Patient Harm

Low	20
Moderate	3
Severe	2
SI	1

Professional to Service Complaints & Incidents

Complaints/incidents that have been raised by a Healthcare Professional will be investigated by TASL, our investigation findings will be shared with the originating Professional Service. The Reporting Healthcare Facility owns the Duty of Candour to the complainant.

Complaints

Concerns and Complaints are managed through the TASL Patient Experience Team. This service is Client Led and as such all Clients are offered the opportunity to review their complaint as either a Concern or a Formal complaint.

Concerns and Formal Complaints can be received by phone or in writing. This is patient led and will vary depending on the method the patient made contact.

Under TASL's PALS & Complaints policy, (which is on par with the 2009 NHS Complaints Regulations), the PET will give informative advice to the complainant so that they can make an informed decision whether they wish to proceed formally or informally.

The PET will always ask the caller if they would like us to look into their concerns and respond within 3 working days, or the client can take the formal route also under the NHS 2009 Complaints Regulations which would be a formal investigation and a written response would be sent within 25 working days.

However, even if the client does not wish to make a formal complaint, but feels that their concerns should be looked into, the PET Officer will alert Head of Patient Experience & Legal Claims that they feel it should go formal. The complaint will then be escalated for an internal investigation. The PET Officer will advise the client this is what is going to happen and ask if they wish to receive a written response or verbally over the telephone.

Under the NHS 2009 Complaints Regulations, a complaint or a concern has to be explained to the client, as it is patient led. TASL PET will adhere to the wishes of the patient on how they would like their concerns/complaint to be handled. We then take the appropriate route as agreed with them.

Safeguard Enquiries

When TASL receives a Safeguard Enquiry to investigate from the Local Authority this is acknowledged and then investigated accordingly. Where an enquiry is found to be substantiated or partially substantiated TASL ensures that outcomes and lessons learned are documented and included with the enquiry response. The local authority would then review TASL's response and complete the follow up with the referrer.