

## Duty of Candour Report

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future. An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how Newtonhill Pharmacy has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

### **1. About Newtonhill Pharmacy**

Newtonhill Pharmacy is a community pharmacy based in the village of Newtonhill. We provide a range of pharmacy services to the people of Newtonhill and all the surrounding areas. Our aim is to provide a high quality, personal service to all our customers.

### **2. How many incidents happened to which the duty of candour applies?**

In the last year, there has been one incident to which the duty of candour applied. These are where types of incident have happened which are unintended or unexpected, and do not relate directly to the natural course of someone's illness or underlying condition.

<b>Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)</b>	<b>Number of times this happened (between 1 April 2018 and 31 March 2019)</b>
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	1
A person needing health treatment in order to prevent other injuries as listed above	0
<b>TOTAL</b>	<b>1</b>

**3. To what extent did Newtonhill Pharmacy follow the duty of candour procedure?**

When we realised the event listed above had happened, we followed the correct procedure. This means we contacted the patient affected, apologised to them, and offered to meet with them. We reviewed what happened and what went wrong to try and learn for the future.

**4. Information about our policies and procedures**

Where something has happened that triggers the duty of candour, our staff report this to the superintendent pharmacist who has responsibility for ensuring that the duty of candour procedure is followed. The superintendent records the incident and reports as necessary to the relevant Health Board. When an incident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future. All new staff learn about the duty of candour at their induction.

**5. What has changed as a result?**

We fully investigated the circumstances which led to the incident and looked at what could be done differently to prevent it happening again, all staff were involved in the investigation and had the opportunity to input to the investigation. We could not pinpoint the precise reason the incident occurred but were able to identify factors which may have contributed, from this we made some changes to where medicines were stored within the pharmacy We also fully reviewed our standard operating procedures (SOPs) within the pharmacy and were satisfied that the SOPs we had in place were robust and allowed us to provide a safe and effective service.

**6. Other information**

This is the first year of the duty of candour being in operation and it has been a learning experience for our pharmacy. It has helped us to remember that people who use our services have the right to know when things go badly, as well as when they go well. As required, we have submitted this report to the health board but in the spirit of openness we have placed in on our website too. If you would like more information about our pharmacy, please contact us using the details below:

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