



Brookview Dental Care



Duty of Candour

Arising from the Francis Report – Mid Staffs Hospital

Healthcare providers should be open, transparent and honest when things have gone wrong with their care or treatment

- Promptly advise the patient and where appropriate their families
- Provide support and assistance
- Advise of any further enquiries
- Make available further care to minimise harm
- Provide an apology
- Make a written record of the incident

'Notifiable Safety Incidents' must also be advised to the CQC.

E.G. (non-exhaustive):

- Wrong site extraction – requiring remedial treatment
- Implant mis-placement – requiring remedial treatment
- Overdose of sedation – requiring hospital admission
- Prescribing error – requiring hospital treatment/admission
- IR(ME)R errors – requiring remedial treatment/care
- Hypochlorite accidents – requiring immediate treatment for severe tissue damage
- Inhalation or ingestion of devices, foreign bodies – requiring treatment

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