

Annex B
CONSULTATION QUESTIONNAIRE

Question 1 :

Do you agree that the arrangements that should be in place to support an organisational duty of candour should be outlined in legislation ?

Yes X No

Comments

Question 2:

Do you agree that the organisational duty of candour encompass the requirement that adequate provision be in place to ensure that staff have the support, knowledge and skill required ?

Yes X No

Comments

Question 3a: Do you agree with the requirement for organisations to publically report on disclosures that have taken place ?

Yes X No

The nature of NHS 24's business (often as part of the overall care journey) requires careful reporting in circumstances where patient care may involve several NHS Boards – this will avoid double counting/duplicate reporting. Also final outcome should be considered in assessing harm.

Question 3b: Do you agree with the proposed requirements to ensure that people harmed are informed ?

Yes X No

As above (3a)

Question 3c: Do you agree with the proposed requirements to ensure that people are appropriately supported ?

Yes X No

Comments

Question 4:

What do you think is an appropriate frequency for such reporting ?

Quarterly Bi-Annually Annually Other (outline below)

Comments

Question 5:

What staffing and resources that would be required to support effective arrangements for the disclose of instances of harm ?

Not quantified at present

Question 6a:

Do you agree with the disclosable events that are proposed ?

Yes No

Comments

Question 6b: Will the disclosable events that are proposed be clearly applicable and identifiable in all care settings ?

Yes No

Context will be important in defining disclosable events

Question 6c:

What definition should be used for 'disclosable events' in the context of children's social care?

Children compromised as a consequence of actions taken

Question 7

What are the main issues that need to be addressed to support effective mechanisms to determine if an instance of disclosable harm has occurred ?

Clearly understood definitions and auditability

Question 8:

How do you think the organisational duty of candour should be monitored ?

As an addendum to existing monitoring and scrutiny mechanisms

Question 9:

What should the consequences be if it is discovered that a disclosable event has not been disclosed to the relevant person ?

It is inevitable that even in a highly effective organisation, such an event may arise in error. It will be important therefore to have a measured response that ensures organisational and individual learning during the initial stages of implementation. Cultural change will occur over time with the expectation that reporting becomes the norm – feedback from organisations and professional bodies will ensure that over time, full compliance will be achieved.

End of Questionnaire