



Introduction

The aim of the policy is to provide The Beauty Doctor staff with guidance and expected standards regarding duty of candour. The Beauty Doctor – JS Limited is committed to providing high quality care to all service users at all times.

Every healthcare professional must be open and honest with patients when something goes wrong with their treatment. This is called duty of candour

Policy Scope

Recognising the importance of duty of candour is an essential part of best practice and accepted as a right by service users. This policy will outline expected standards of practice.

This policy was devised to ensure all service users receiving care within the service can expect to receive duty of candour as and when indicated.

Aims and Objectives of the Policy

All staff should, at all times, be aware of the duty of candour policy. The policy will outline what duty of candour is, and the responsibilities of all staff working with The Beauty Doctor – JS Limited.

What is Duty of Candour?

Healthcare professionals must:

- Tell the patient when something has gone wrong
- Apologise to the patient
- Offer an appropriate remedy or support to put things right (if possible)
- Explain fully to the patient the short and long term effects of what has happened
- Be open and honest with colleagues and relevant organisations, and take part in reviews and investigations when requested
- Support colleagues to be open and honest, and not stop someone from raising concerns

Preparing for Aesthetic Treatments

Prior to any treatment being performed at The Beauty Doctor – JS Limited, a full history will be taken from the patient. Once appropriate treatments have been discussed and accepted, a consent form must be completed for each treatment. Consent forms for each treatment outline all risks which may be associated with this treatment. It is imperative that patients understand the possible risks associated with the treatment they are having done. If there is any doubt regarding a patient's understanding the treatment will not be performed.

What Should be Included in Apologies to Patients?

If an apology to a patient is being offered, the following must be included:

- What happened
- What can be done to deal with any harm caused
- What will be done to prevent someone else being harmed

When explanations are being offered to a patient they should have the option to have a friend, relative or colleague with them.

Before offering an apology, the following should be considered:

- How much information does the patient want to get regarding what has gone wrong
- Where is the most appropriate setting to have this conversation – the patient may not wish this to be done at The Beauty Doctor's clinic
- How to make the apology personal
- Will the patient wish a complaints policy to be given to them

References

- (<http://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/openness-and-honesty-when-things-go-wrong--the-professional-duty-of-candour.pdf>)
- [The professional duty of candour - GMC \(gmc-uk.org\)](http://www.gmc-uk.org/gmc/pressandpublicaffairs/2012/04/the-professional-duty-of-candour.aspx)