



Clarkston Medical Duty of Candour Policy

Duty of Candour

We share a common purpose with our partners in health and social care – and that is to provide high quality care and ensure the best possible outcomes for the people who use our services. Promoting improvement is at the heart of what we do.

We endeavour to always provide a first-class service, but sometimes things go wrong and our service may fall below our expected levels.

We pledge to:

- Have a culture of openness and honesty at all levels
- Inform patients in a timely manner when safety incidents have occurred which may affect them
- Provide a written and truthful account of the incident, explaining any investigations and enquiries made
- Provide a written apology
- Provide support if you are affected directly by an incident.

For more information visit NHS Inform: [Duty of candour - Health rights | NHS inform](#)