

Your named contact is:

To get in touch call the Safer Care team on: **020 8315 8714** or email: [bromh.safercareteam@nhs.net](mailto:bromh.safercareteam@nhs.net)

### For further advice:

**Healthwatch Bromley**  
[healthwatchbromley.co.uk](http://healthwatchbromley.co.uk)

**020 3886 0752**  
[info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

**Bromley Well**  
[bromleywell.org.uk](http://bromleywell.org.uk)  
**0300 3309 039**  
[spa@bromleywell.org.uk](mailto:spa@bromleywell.org.uk)

**Dementia Hub**  
[bromleydementiasuppothub.org.uk](http://bromleydementiasuppothub.org.uk)  
**020 3328 0366**

**Cruse Bereavement**  
[cruse.org.uk](http://cruse.org.uk)  
**0808 808 1677**  
[bexleyandbromley@cruse.org.uk](mailto:bexleyandbromley@cruse.org.uk)

**Bromley  
Healthcare**  
better together

Bromley Healthcare is an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley, Bexley, Greenwich and Lewisham.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Physiotherapy, Occupational Therapy and Speech and Language Therapy. 98% of our patients would recommend our services to their friends and family.

### Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Central Court  
1 Knoll Rise  
Orpington BR6 0JA

**020 8315 8880**

[bromh.safercareteam@nhs.net](mailto:bromh.safercareteam@nhs.net)

[bromleyhealthcare.org.uk](http://bromleyhealthcare.org.uk)

Bromley Healthcare Community Interest Company Ltd  
Company no: 06815987 Registered in England  
Registered office: Central Court, 1 Knoll Rise, Orpington BR6 0JA

BHDCDC112020

**Bromley  
Healthcare**  
better together

**NHS**



**Being open and honest  
- Duty of Candour**

**Being open and honest when  
things go wrong - what it means  
for patients and their families**

**This leaflet provides information on the Duty of Candour and what patients, families and their carers can expect from us.**

## What is Duty of Candour?

Keeping patients safe and free from harm is our prime responsibility within Bromley Healthcare but sadly there are times when things do go wrong and harm is caused. Duty of Candour places a legal obligation on health care organisations to be open about any patient safety incident resulting in moderate harm, severe harm or death.

It is important that at such times we are open and honest with you (or your families and carers with your consent) and you can expect Bromley Healthcare to carry out an investigation and give you assurance that wherever possible we will take action to put things right. This means that if you suffer any unexpected or unintended harm during your care a staff member will:

- Discuss the situation with you openly and honestly
- Apologise if we have caused harm
- Inform you who your named contact is
- Investigate
- Share the findings of the investigation with you when complete

Please let us know if you'd rather have this information by post, email or a phone call. We value your contribution to the investigation at any time throughout the process .

## Why do things go wrong?

Healthcare is very complex which means that change can happen suddenly and unexpectedly. Sometimes things do not go to plan and patients can be harmed unintentionally. When this happens we make sure that we use the opportunity to learn from it and stop the same thing happening to someone else.

## What can I expect?

- A member of staff will speak to you honestly and openly as soon as possible to discuss what happened, your condition and your ongoing care
- You can expect confidentiality
- The staff may need to ask you some questions to help with the investigation at this time but may not be able to answer yours fully until the investigation is complete
- If you are not able to provide or receive the information we will inform your next of kin if you agree
- You can involve family members or carers in these discussions if you wish to
- You will be treated with dignity and respect and you will receive an apology if we have caused harm
- You can expect to be involved in and contribute to decisions about your care
- You can speak to your named contact
- We will investigate what went wrong and discuss our findings with you
- We will make changes to our practice if required following our investigation.

## Will it affect my ongoing care?

Although you may feel anxious about discussing your care with those that have been treating you, especially if you need further treatment we would like to assure you that any future care you receive will be delivered with respect, compassion and dignity.

However we recognise that you may prefer treatment from another team and will make arrangements for this if required.

## How can I prepare for an open and honest conversation?

You may find it useful to consider the following:

- Think about what questions, fears or concerns you have in relation to what has happened, your condition and your ongoing care
- Write down any questions or concerns you have
- Think whether you would like anyone to support you
- Think what may help you in moving forward

## What happens next?

- We will tell you our findings and offer you a copy of our report
- If you are not satisfied with your care or your concerns have not been addressed you have the right to make a complaint.