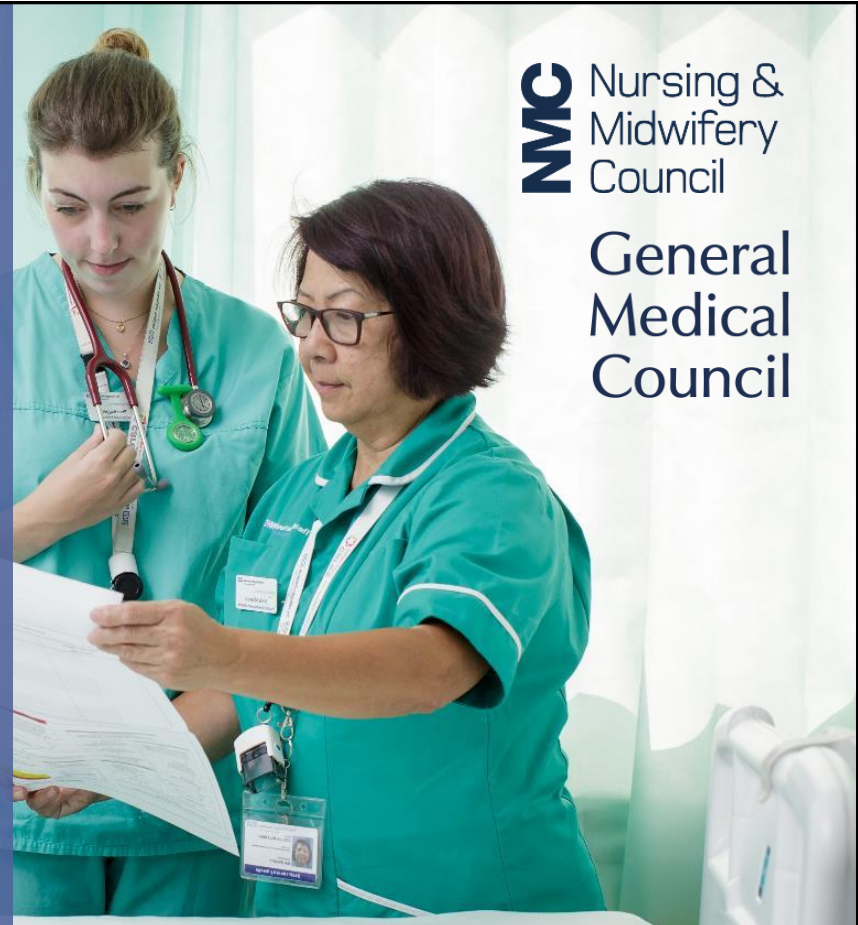


25 April 2022 – 17:00-18:00

Professional duty of candour

Samantha Donohue, Assistant Director,
National and Regional Outreach, NMC

Howard Lewis, Regional Liaison Adviser, GMC



NMC Nursing &
Midwifery
Council

**General
Medical
Council**



Housekeeping

- We're recording the session. The link will be sent to everyone after the webinar and posted on our website so you can review content and share with colleagues unable to attend
- Everyone, except the presenters, are automatically muted
- The "raise your hand" feature will not be used today
- Use the "?" feature or speech bubble to submit any questions or comments at any time, including any technical issues you may have
- We've added live-captioning to make our events more accessible
- We can't respond to every question as we have a lot of people signed up today but everything is being captured and we'll post answers to the other questions online afterwards.

Who is joining us today?

Poll 1

Are you a:

- Nurse
- Midwife
- Nursing Associate
- Doctor
- Other (please add into the questions box)

Who is joining us today?

Poll 2

Are you based in:

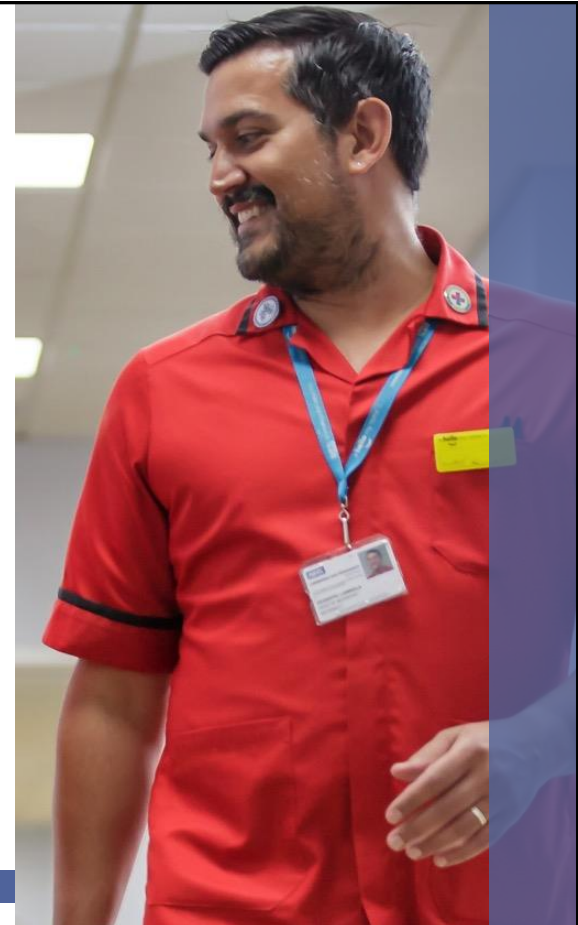
- England
- Northern Ireland
- Scotland
- Wales
- Other (please add into the questions box)

Today's agenda

Aim: To help GMC and NMC registrants, students, employers and others understand the professional duty of candour and how to apply it in practice.

Programme

- **Welcome, introductions and housekeeping:**
Verena Wallace, NMC
- **Presentations on the joint Professional Duty of Candour:**
Sam Donohue (NMC) and **Howard Lewis** (GMC)
- **Q&A**
- **Closing remarks**





What the Professional Duty of Candour is (and isn't)

It is about:

Being open and honest when things go wrong


It is not about:

- The statutory duty of candour for all health and care providers (different across the UK) or
- (The requirement for candour in the NHS standard contract)

Professional Duty of Candour

Every health and care professional must be open and honest with patients and people in their care when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress.

The GMC and NMC have joint guidance for the professionals on our registers. We refreshed it in March – it didn't create any additional duties for professionals but we have taken the opportunity to update links and references .



Openness and honesty when things go wrong: the professional duty of candour

The professional duty of candour

Every health and care professional must be open and honest with patients and people in their care when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. This means that health and care professionals must:

- tell the person (or, where appropriate, their advocate, carer or family) when something has gone wrong;
- apologise to the person (or, where appropriate, their advocate, carer or family);
- offer an appropriate remedy or support to put matters right (if possible);
- explain fully to the person (or, where appropriate, their advocate, carer or family) the short and long term effects of what has happened.

Health and care professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

About this guidance

- 1 When we refer to 'patients' in this guidance, we also mean people who are in your care.
- 2 All health and care professionals have a duty of candour – a professional responsibility to be honest with patients when things go wrong. This is described in The professional duty of candour, which introduces this guidance.
- 3 As a doctor, nurse, midwife or nursing associate, you must be open and honest with patients, colleagues and your employer.
- 4 This guidance gives more information about how to follow the principles set out in Good medical practice¹ and The Code of professional standards of practice and behaviour for nurses, midwives and nursing associates² (Appendix 1 sets out relevant extracts from General Medical Council (GMC) and Nursing and Midwifery Council (NMC) standards and guidance. The GMC's guidance applies to all doctors registered with it, the NMC's standards and guidance apply to all nurses, midwives and nursing associates registered with it.

Who it applies to and what the Duty of Candour guidance says

Who the Duty of Candour guidance applies to:

NMC-registered nurses, midwives and nursing associates, and to GMC-registered doctors.

What the duty of candour guidance says

There are two parts to the guidance.

1. There's a duty to be **open** and **honest** with patients, people who use services, and those close to them. This includes apologising if something goes wrong.
2. There's also a duty to be **open** and **honest** with your organisation(s) and encourage a learning culture by reporting adverse incidents that lead to harm or near misses. This might include your employer, trusts, the professional regulator and any other organisation investigating what went wrong.

Professional duty of candour guidance (part 1)

Part 1 covers being open and honest with patients, people who use services and those close to them. This means that health and care professionals must:

- tell the person (or, where appropriate, their advocate, carer or family) when something has gone wrong
- apologise to the person (or, where appropriate, their advocate, carer or family)
- offer an appropriate remedy or support to put matters right (if possible)
- explain fully to the person (or, where appropriate, their advocate, carer or family) the short and long term effects of what has happened.

Professional duty of candour guidance (part 2)

Health and care professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested.

They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

Where can you get support?

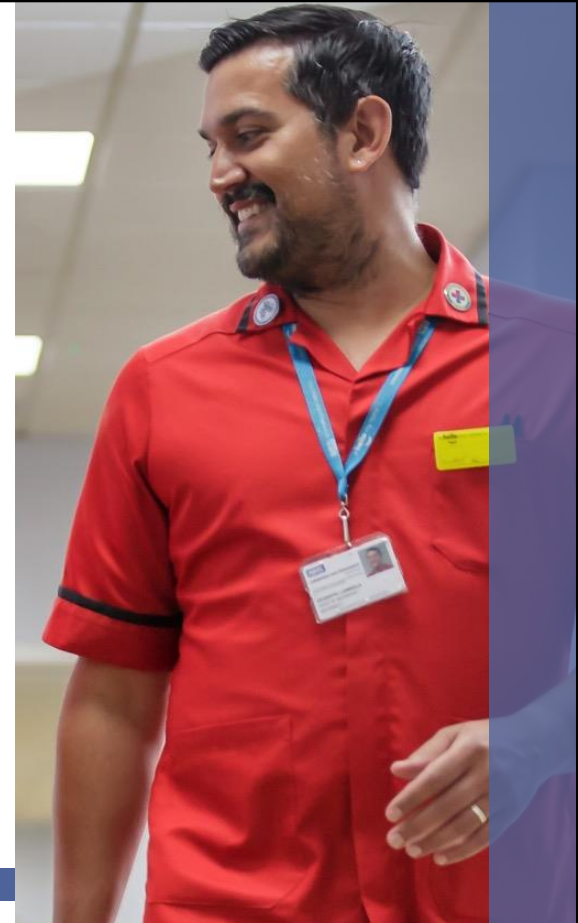
Using the NMC Code or Good Medical Practice together with our duty of candour guidance will help professionals understand and apply their duty of candour.

They can also use it together with our animations, for example: <https://www.nmc.org.uk/standards/code/code-in-action/professionalism/>

The GMC also have resources: <https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/candour---openness-and-honesty-when-things-go-wrong>

Freedom to Speak Up Guardians

Professional or representative bodies





Q&A panel

Please use the chatbox to ask any questions

We can't respond to every question as we have a lot of people signed up today but everything is being captured and we'll post answers to the other questions online afterwards.

Summary



When things go wrong, healthcare professionals have a professional duty to be open and honest.



BE OPEN & HONEST

Medical, nursing and midwifery professionals should have the chance to address concerns, speak up, and reflect to build a culture of openness and learning from mistakes.



The professional duty of candour involves being open and honest with patients and people who use services; and also, with employers and the professional regulators, the NMC and GMC.

Today's session

Do you feel you better informed about the professional duty of candour and know where to find more information?

- Yes
- No
- Unsure



Resources for you

GMC

<https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/candour---openness-and-honesty-when-things-go-wrong>

<https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/raising-and-acting-on-concerns>

GMC Confidential Helpline: 0161 9236 399

NMC

<https://www.nmc.org.uk/standards/guidance/the-professional-duty-of-candour/>

Caring with confidence – the Code in action

<https://www.nmc.org.uk/standards/code/code-in-action/>



Closing remarks

What we've heard today:

- What the Professional Duty of Candour is (and isn't)
- What the joint guidance says
- How NMC and GMC can support doctors, nurses, midwives and nursing associates to adopt and understand the duty of candour

Thank you

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