

### Duty of Candour Implementation Plan V4

Issue	Action	By Who	By When	Status	Notes
Raise Awareness of Duty Of Candour	1. GM Briefing	Maureen	January	COMPLETE	
	2. HR Bulletin	Maureen	February	COMPLETE	
	3. QI Hub News	Maureen	March	COMPLETE	
	4. Board Paper	Maureen Emma M	May	COMPLETE	
	5. Core Briefing	Maureen	April	COMPLETE	
	6. All Users Email	Maureen	April	COMPLETE	
	7. Management team briefings	Maureen	April	COMPLETE	
	8. Social Media (staff) update	Project Officers	September	COMPLETE	Regular awareness raising activities will take place on an ongoing basis as part of the Patient Safety Group's communication plan
	9. Leaflet circulation	Maureen Michelle	April	COMPLETE	
	10. Update Public Website	Emma M Emma McG	June	ON HOLD	New NHS and HSC websites are under development. D of C section will be added when content is being finalised.
	11. Information Sessions	Emma M Emma McG	June	COMPLETE	Initial sessions complete. Awareness raising incorporated in to existing training going forward
Policy, Procedure and Process	1. Datix Update	Michaela Jean	September	In Progress	'Tick box' added to both the adverse events and complaints modules re D of C. Testing in

Issue	Action	By Who	By When	Status	Notes
					final stages before completion in November.
	2. Introduce daily case triage	Emma M Emma McG	April	COMPLETE	Testing has begun. Amended to 'as required' as more appropriate.
	3. Develop and introduce 'checklist' for coordinators and key contacts to aid identification of complaints, adverse events and D of C	Emma M Emma McG	December	In Progress	Checklist developed, in testing phase.
	4. Review/update existing policies	Emma M Maureen Caroline S	December	Partially COMPLETE	Complete for Adverse Events and Complaints. Whistleblowing Policy not due for review until 2021. Guidance notes to be updated.
	5. Develop D of C Policy	Maureen	December	In Progress	<a href="#">Sample policy</a> shared by SG.
	6. Develop toolkit and information hub	Emma M Emma McG	December	COMPLETE	Add all D of C info and associated links to area on Beacon
	7. Agree reporting format, audience and frequency	Emma M Maureen Emma McG	December	COMPLETE	Details included in complaints and adverse events annual reports.
Skills Development	1. Promote <a href="#">LearnPro Module</a>	Maureen Emma M Emma McG	Ongoing	COMPLETE	Initial promotion complete. Ongoing promotion will continue.
	2. Schedule Datix data entry training	Jean Michaela	December	In Progress	Planning in progress for February/March 2019 to fit with other updates.

Issue	Action	By Who	By When	Status	Notes
	3. Develop 'good apologies' toolkit and promote	Emma M	December	In Progress	Toolkit, blog and guidance links
Support System for staff	1. Embed support options in to relevant policies/procedures to ensure staff are aware of and offered relevant support.	Maureen Emma M Emma McG	December	In Progress	Information to be added to Datix landing page
Support System for families	1. Embed support options in to relevant policies/procedures to ensure families are aware of and offered relevant support.	Maureen Emma M Emma McG	December	COMPLETE	Incorporated in to SAER Framework and complaints processes
Adapt Current Training	1. Complaints Training	Emma M	December	COMPLETE	
	2. Investigation Skills Training	Emma M Emma McG	December	COMPLETE	
	3. Adverse Event Training	Emma McG	December	COMPLETE	
Sharing Lessons Learned	1. PROJECT	Emma M Emma McG	April 2019	Cancelled	Project cancelled due to capacity issues but key work around learning still being undertaken under complaints and adverse events work plans.