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**Duty of Candour Annual Report**

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. Services must tell the patient, apologise, offer appropriate remedy, or support and fully explain the effects to the patient. As part of our responsibilities, we must produce an annual report to provide a summary of the number of times we have triggered Duty of Candour within our service.

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|  Name & address of service:   | Estheva Ltd13-15 Craigleith RoadStirlingFK7 7LQ |
|  Date of report:  |  10th Jan 2025 |
| How have you made sure that you (and your staff) understand your responsibilities relating to the duty of candour and have systems in place to respond effectively?  How have you done this?   | We have a ‘Duty of Candour” explanation and responsibilities document within our Clinic Policy Folder. All of the team read this policy as part of their Induction process in the clinic and again as part of our annual review of all clinic policies. A letter example is available to provide consistency in our response should it be needed.Transparency and honesty is integral to our patients aesthetic journey with us at all times. |
| Do you have a Duty of Candour Policy or written duty of candour procedure?  |  YES    |
|  How many times have you/your service implemented the duty of candour procedure this financial year?   |
| Type of unexpected or unintended incidents (not relating to the natural course of someone’s illness or underlying conditions)  | Number of times this has happened (Jan 2024- Dec 2024)  |
| A person died  | 0  |
| A person incurred permanent lessening of bodily, sensory, motor, physiologic or intellectual functions  | 0  |
| A person’s treatment increased  | 0  |
| The structure of a person’s body changed  | 0  |
| A person’s life expectancy shortened  | 0  |
| A person’s sensory, motor, or intellectual functions was impaired for 28 days or more  | 0  |
| A person experienced pain or psychological harm for 28 days or more  | 0  |
| A person needed health treatment to prevent them dying  | 0  |
| A person needing health treatment to prevent other injuries as above | 0  |
| **Total**  | 0  |

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| Did the responsible person for triggering duty of candour appropriately follow the procedure?  If not, did this result is any under or over reporting of duty of candour?   | Not required |
| What lessons did you learn?  |  N/A  |
| What learning & improvements have been put in place as a result?   | N/A   |
| Did this result is a change / update to your duty of candour policy / procedure?  | N/A  |
| How did you share lessons learned and who with?   | N/A  |
| Could any further improvements be made?  |  N/A   |
| Please note anything else that you feel may be applicable to report.  | N/A  |