

# Kelty Medical Practice

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## Duty of Candour Report

**Completed by:** Vicki Cunningham, Practice Manager

All health and social care services in Scotland have an organisational duty of candour. This is a legal requirement which means that when certain types of incidents happen, the people affected understand what has happened, receive an apology, and the organisation learns how to improve for the future.

An important part of this duty is that we provide an annual report about the organisational duty of candour in our services. This report describes how our organisation has operated the organisational duty of candour during the time between **01 April 2025** and **31 March 2026**.

Kelty Medical Practice provides health care to patients within the Kelty, Blairadam, Kingseat and Cowdenbeath areas. The aim of Kelty Medical Practice is to provide high quality care for every patient who uses our services. If you have any questions or would like more information about Kelty Medical Practice please feel free to contact us at [Fife.F20803Kelty@nhs.scot](mailto:Fife.F20803Kelty@nhs.scot)

How many incidents happened to which duty of candour applies?	In the last year there have been no incidents to which the organisational duty of candour applied.
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Type of unexpected or unintended incident (not related to the natural course of someone's illness or underlying condition)	Number of times this happened between 01/04/25 and 31/03/26
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 in order to prevent them dying	0
A person needing health treatment in order to prevent other injuries as listed above	0
<b>Total</b>	<b>0</b>

Kelty Medical Practice Duty of Candour procedure	<p>All our staff are aware of the practice's Complaint and Significant Event procedures and report any incidents to the Practice Manager, GP Partner or a senior member of staff.</p> <p>Incidents falling into the category of Duty of Candour will be the responsibility of the Practice Manager to ensure that the correct procedures are followed. The Practice Manager will record and report the incident to the GP Partners, and will initiate an investigation as necessary.</p>
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Procedures to be followed:	<p>a) to notify the person affected (or family/relative where appropriate)</p> <p>b) to provide an apology</p> <p>c) to carry out a review into the circumstances leading to the incident</p> <p>d) to offer and arrange a meeting with the person affected and/or their family, where appropriate</p> <p>e) to provide the person affected with an account of the incident</p> <p>f) to provide information about further steps taken</p> <p>g) to make available, or provide information about support to persons affected by the incident</p> <p>h) to prepare and publish an annual report on the duty of candour</p> <p>When an incident has happened, the Practice Manager, clinicians and staff set up a learning review. This allows everyone involved to review what happened and to identify changes for the future.</p>
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Information about our Policies and Procedures	<p>The practice holds a comprehensive list of procedures and policies that form part of our induction process for all Kelty Medical Practice staff members.</p> <p>Our procedures and policies are updated/reviewed regularly and are re-circulated post any updates/reviews.</p> <p>As part of their annual review, we ensure our staff work through some core training, which includes a Duty of Candour module.</p>
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Support for relevant persons	<p>Where a relevant person (i.e., children, patients, families, etc.) is affected by an incident that activated the organisational duty of candour, we will provide them with links to wellbeing support services.</p> <p>We also know that serious mistakes can be distressing for staff as well as people who receive care and treatment and their families. We therefore have occupational welfare support in place for our staff if they have been affected by an organisational duty of candour incident.</p>
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We hope you find this report useful.