



Meeting Date	08 July 2025	Agenda Item		
Report Title	Duty of Candour Annual Report 2024/25			
Report Author	Nicola Anthony, Assistant Head of Concerns Assurance			
Report Sponsor	Elizabeth Rix, Executive Director of Nursing and Patient Experience			
Presented by	Nicola Anthony, Assistant Head of Concerns Assurance			
Freedom of Information	Open			
Purpose of the Report	To provide the Group with an overview of the operationalisation and performance relating to the Duty of Candour Regulations 2023 during the reporting period 2024/25 subsequent to the Duty becoming a statutory requirement placed on Health Bodies in Wales since 1 st April 2023.			
Key Issues	<ul style="list-style-type: none"> • Compliance with the Duty of Candour Regulations 2023 • Resource to comply with the Duty • Staff awareness / training on the requirements of the Candour procedure 			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recommendations	Members are asked to: <ul style="list-style-type: none"> • Note the information provided 			

Duty of Candour Annual Report 2024/25

1. INTRODUCTION

The purpose of this report is to provide the Board with a copy of the Annual Duty of Candour report for 2024/25.

2. BACKGROUND

Legislation (the Health and Social Care (Quality and Engagement) (Wales) Act 2020; Duty of Candour Procedure (Wales) Regulations 2023). The Duty, once triggered, requires NHS bodies to follow a procedure should a patient suffer an adverse outcome during the course of care or treatment.

3. GOVERNANCE AND RISK ISSUES

Patient safety incidents which trigger the Duty require the Health Board to communicate with the service user or person acting on their behalf under the provisions of the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 (Putting Things Right), which includes an in-person notification, written notification and to outline in writing the outcome of an investigation. This will satisfy the requirements of regulation 6 of the Candour Procedure Regulations.

The implementation of the Duty of Candour Procedure (Wales) Regulations 2023 became legislation on 1st April 2023 with no additional resource for health bodies in Wales or locally to support the implementation of this significant piece of legislation – this represents a risk to delivery across all Quality and Safety work streams

Each service group have in place a Standard Operating Procedure which sets out a clear process for review of a patient safety incident which has been reported as more than minimal harm, and the healthcare provided has, or may have, resulted in that harm therefore triggering the Duty of Candour. The Standard Operating Procedures support services to continuously improve the quality of care provided and identifies opportunities for shared learning, and provides assurance that the Health Board are complying with their duty set out in the Regulations referred to above.

Swansea Bay University Health Board Corporate Governance Team remains committed to supporting staff to ensure that being open and honest in line with the Duty of Candour which remains everybody's business. The team work with service groups to support their management of patient safety incidents and ensure the Candour procedure is followed.

The Corporate Patient Feedback Team run a weekly drop-in session providing staff with Duty of Candour advice and support. The Corporate Patient Feedback Team also deliver Candour awareness sessions to teams and departments with bespoke training and support on delivering the in-person notification, which forms part of the Candour procedure.

Being open and honest is everyone's responsibility and being able to access relevant information timely and easily will ensure staff are able to carry out their Candour duties. The Health Board's Duty of Candour SharePoint page has been added to the Quick Links section of the intranet providing staff with a central 'go to' point, and enabling them to access all relevant information needed to ensure our



patients are made aware that a patient safety incident has occurred and has triggered the Duty of Candour as soon as possible.

To enable to the Health Board to meet its statutory duties to report incidents which have triggered the Duty of Candour effectively, the Datix Cymru risk management system continues to be amended as required for staff to complete and update key information to monitor compliance.

4. FINANCIAL IMPLICATIONS



This report makes no recommendations to the Group that carry financial implications.

5. RECOMMENDATION

The Group is requested to note the content of the report for information

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
A dedicated SharePoint site is dedicated to the Duty where staff can access information, as well as guidance and training on what it means in terms of their day-to-day work. This is reviewed and updated accordingly. Updates and reminders on outstanding actions are circulated with Service Group dashboards available within Datix Cymru. Compliance with the requirements of the Duty is monitored through the Patient Safety and Compliance Group.		
Financial Implications		
Candour is a core duty of care for the Health Board. Financial implications to meet the statutory duty are within existing budgets.		
Legal Implications (including equality and diversity assessment)		
The Duty of Candour forms a gateway into existing Putting Things Right processes.		



Staffing Implications	
This report makes no recommendations to the Group that carry staffing implications	
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)	
<ul style="list-style-type: none"> ○ Prevention - acting to prevent problems occurring or getting worse may help public bodies meet their objectives. ○ Collaboration - Collaboration with persons may help the organisation meet its well-being objectives. ○ Involvement - The importance of involving people with an interest in achieving the well-being goals, which includes staff engagement. ○ Improve population health through prevention and early intervention 	
Report History	Management Board July 2025 PSCG July 2025
Appendices	<p>Appendix one – SBUHB Duty of Candour Annual Report 2024/25</p> <p> Duty of Candour Annual Report 2024_2</p> <p>Appendix two – Duty of Candour Statutory Guidance 2023</p> <p> Duty of Candour Statutory Guidance 20</p>