

What if I need help ?

Our patient advice and liaison staff (PALS) can help you.



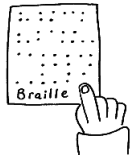
0800 195 4462



Cwp.pals@nhs.net

If you feel that you want to make a complaint.
PALS can also help you.

This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.

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Duty of Candour

Safe, kind and good care



**This leaflet is for people who use
our services and will explain what
Duty of Candour means.**

What is duty of candour?



We want people who use our services to have good and safe treatment and care.

But sometimes things can go wrong.

When things do go wrong we believe the person who has suffered harm should be told what has happened.



The person should also get an apology.

Duty of candour is a law for all care organisations like the NHS. It means we must.....



- Tell the person when harm has happened.
- Apologise to the person. Say sorry.
- Agree with the person what needs to change.
- Let the person know what has happened and what has changed.

Who will speak to me?

A member of our staff will contact you to answer any questions that you have.

They will ask you how you would like to be contacted...

- Phone call
- E-mail
- Letter
- Meeting up with the staff



They will also check if you have any communication needs.

How can I prepare?

- Think about any questions that you want to ask when the staff contacts you.
- If you are meeting with a member staff you can ask someone to go with you.
- Think about the support and information that you will need.

