

Freedom of Information Request**Ref: UHB 17-566**

Date 10 October 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1) Provide your most recent Duty of Candour Information Leaflet which you provide for patients and if you have one available a leaflet/brief for staff**

Please see attachment one and two.

- 2) Provide your Duty of Candour policy and any SOPs relating to this policy**

Please see attachment three.

- 3) Provide documents/templates/letters/forms that you have available within the Trust to meet the following aspects of duty of candour**

- **Verbal duty of candour**
- **Initial letter**
- **Final letter (eg to share/offer the report or meeting to discuss the report findings etc)**

Please see attachment four.

- 4) Provide information/reports how your Trust is monitoring the compliance of the three aspects of Duty of Candour (verbal, initial letter and final letter). Please also advise where this information (duty of candour compliance) is received for assurance/monitoring through the Governance Structure within the Trust (eg from Business unit to Trust Board)**

Duty of candour is included in our serious incident reports which go to our Patient Safety Group, Clinical Quality Group, Senior Leadership Team and Non-Executive Quality and Outcome Committee (Board Sub-Committee)

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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