

FERRIER & MACKINNON OPTOMETRISTS

Duty of Candour Report – 2018/2019

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services. This short report describes how our optical practice has operated the duty of candour during the time between 1 April 2018 and 31 March 2019. We hope you find this report useful.

This report concerns Ferrier & MacKinnon Optometrists Ltd at:

- 129 High Street, Burntisland, Fife, KY3 9AA
- 148 High Street, Cowdenbeath, Fife, KY4 9NH
- 27-29 Chalmers Street, Dunfermline, Fife, KY12 8AT
- 14 High Street, Inverkeithing, Fife, KY11 1NN
- 74 High Street, Kinross, Kinross-shire, KY13 8AJ
- 151 High Street, Lochee, Tayside, DD2 3DB
- 3-5 Cupar Road, Newport-on-Tay, Fife, DD6 8AF

How many incidents happened to which the duty of candour applies?

In the last year, there have been no incidents to which the duty of candour applied.

Information about our policies and procedures

Where something has happened that triggers the duty of candour, our staff report this to the Practice Manager who has responsibility for ensuring that the duty of candour procedure is followed. The manager records the incident and reports as necessary to the company directors. When an incident has happened, the manager and staff set up a learning review. This allows everyone involved to review what happened and identify changes for the future. All new staff learn about the duty of candour at their induction. We know that serious mistakes can be distressing for all concerned. We have support in place for our staff if they have been affected by a duty of candour incident.

If you would like more information about our procedures, please contact us using these details:

Gillian Carpenter, Ferrier & MacKinnon Optometrists, 27-29 Chalmers Street, Dunfermline, KY12 8AT