

# BALLANTRAE MEDICAL PRACTICE

## Duty of candour annual report

### Year ending 2023

To fulfil our duty of candour responsibilities, this report describes the unintended or unexpected incidents that occurred at our practice during the last year.

Practice: Ballantrae Medical Practice  
Responsible person: Dr K Sloan

Date of report: 23.05.24

#### Aims and objectives of the practice

To provide high-quality general medical and dispensing (where applicable) services to our patients and to improve the general health of the population.

#### Duty of candour responsibilities and process

We have held team meetings to discuss our duty of candour responsibilities should an unintended or unexpected incident occur. The team is aware of and understands the practice adverse incident (duty of candour) protocol, which describes what to do when something goes wrong. The protocol identifies the practice contact, who should be notified of all incidents and near misses (along with NHS Ayrshire and Arran Primary Care Team on the quarterly complaints submissions from the practice) and will conduct an investigation, if necessary.

#### Unexpected or unintended incidents

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#### Action taken

Not applicable

#### Lessons learnt

Not applicable

Signed: *Tanya Orr*

Designation: Practice Manager