A Practical Guide to applying &
monitoring adherence to

The Duty of Candour
Ensuring Freedom to Speak Up

Monday 6 February 2017  De Vere West One Conference Centre, London

Conference Chair:
Justine Sharpe
Safety and Learning Lead
NHS Litigation Authority (NHS LA)
A Practical Guide to applying & monitoring adherence to

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"It requires a great deal of courage, honesty, and selflessness to 'blow the whistle'. People should never feel that they are at risk of punishment when advocating better and safer care for patients...I want staff to always feel listened to regardless of where they work within the NHS, so that we can see real improvements in patient safety and staff experience. This is a real opportunity to work towards making that a reality.” Dr Henrietta Hughes, National Guardian, Freedom to Speak Up, July 2016

This conference focuses on applying and monitoring adherence to the statutory and professional duty of candour in practice, and ensuring the duty is not seen as an add-on but as an integral aspect of a culture of candour across the organisation. The conference will include an extended legal update and practical sessions focusing on training and supporting staff in disclosing unanticipated events in patient care, breaking bad news and improving communication skills in being open, developing and adopting an effective processes for ensuring candour and supporting staff, developing the role of the “Freedom to speak up Guardian” and understanding how adherence to the duty of candour can be monitored at an organisational level and by the Care Quality Commission.

"The need for the NHS to have a positive reporting culture, which encourages and supports its staff to raise concerns about care without fear of reprimand has been stressed time and time again and now must become common practice.” Dr David Behan, Chief Executive, Care Quality Commission, July 2016

"No service can be effective without listening to and acting on the concerns raised by its staff, let alone one which employs such skilled and dedicated people as the NHS. They are the lifeblood of the service, and the lifeline for their patients...However, the evidence clearly shows that many staff are fearful of speaking up. It is important that every part of the NHS develops a culture in which it is entirely normal to raise issues about safety, quality and effectiveness of the service, for those issues to be addressed and for those who raise them to be protected from any adverse consequences arising out of their disclosures.” Sir Robert Francis CQC board member and author of the 'Freedom to Speak Up' review, July 2016

“Services are also more resilient when they have a culture that prioritises openness, learning and continuous improvement, supported by governance processes so that organisations and staff learn together” Care Quality Commission

“Providing all staff with the confidence and means to speak up is an essential part of providing high quality care to all.” Jane Cummings, Chief Nursing Officer, NHS England July 2016

Follow the conference on Twitter #DutyofCandour
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<th>Time</th>
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<th>Speaker/Role</th>
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<tr>
<td>10.00</td>
<td>Chairman's Introduction</td>
<td>Justine Sharpe Safety and Learning Lead NHS Litigation Authority (NHS LA)</td>
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| 10.10   | Achieving a Culture of Candour & Freedom to Speak Up                 | Suzanne Shale Chair AvMA                                                     | • creating the right environment for staff to speak up safely and share this best practice across the NHS  
• how do we achieve a culture of candour in our organisations and services?  
• how can we support frontline staff to implement the duty at the bedside?  
• accountabilities and reporting requirements                                                                 |
| 10.35   | Training and supporting staff in disclosing unanticipated events in patient care | Dr Umesh Prabhu Medical Director Wrightington, Wigan and Leigh NHS Foundation Trust | • training and supporting staff in disclosing unanticipated events in patient care  
• the role of apologies  
• working with patients and families when an incident occurs  
• liaising with patients and families  
• applying ‘being open’ principles  
• our experience                                                                                                          |
| 11.05   | Question and answers, followed by tea & coffee at 11.15              |                                                                               |                                                                                                                                          |
| 11.45   | EXTENDED SESSION: Breaking bad news to patients and developing the communication skills of frontline staff in being open |                                                                                   |                                                                                                                                          |
| 12.45   | Developing/adopting an effective process for ensuring candour and supporting staff | Jo Hunt Legal Services/Complex Case Manager With Duty of Candour Facilitator | • improving your incident reporting process and ensuring incident reporting forms support the recording of a duty of candour notification  
• what level of harm should be trigger what level of response? triggers and thresholds  
• the role of the Duty of Candour Facilitator                                                                                             |
| 13.15   | Question and answers, followed by lunch at 13.25                    |                                                                               |                                                                                                                                          |
| 14.00   | Case Study 1                                                         | The Revd Dr Neil Cockling Consultant Lead Chaplain and Freedom to Speak Up Guardian Northumberland, Tyne and Wear NHS Foundation Trust | • the role of the Freedom to Speak Up Guardian  
• supporting the role at board level  
• ensuring all staff within the trust feel able to raise any issues or concerns, or challenge any wrongdoing  
• my experience in the role                                                                                                          |
| 14.30   | Case Study 2                                                         | Christopher Hall Freedom To Speak Up Guardian Hounslow and Richmond Community Healthcare NHS Trust | • my experience as a Freedom to Speak Up Guardian  
• supporting frontline staff  
• the support needed for the role                                                                                                     |
| 15.00   | Question and answers, followed by tea & coffee at 15.10              |                                                                               |                                                                                                                                          |
| 15.30   | EXTENDED SESSION: Legal Update                                       | Kate Hill Senior Solicitor & Trainer InPractice & Radcliffes LeBrasseur Solicitors | • the Duty of Candour: legal and professional responsibilities  
• notifiable incidents: what are the thresholds?  
• what are the consequences with regard to a breach of the duty of candour? Patterns in organisational behaviour and one-off breaches  
• tips and advice for improving adherence in practice                                                                                   |
| 16.30   | Question and answers, followed by close                               |                                                                               |                                                                                                                                          |
### Conference Registration

**The Duty of Candour**
**Ensuring Freedom to Speak Up**
**Monday 6 February 2017**
**De Vere West One Conference Centre, London**

**Conference Registration**

- **Venue**
  - De Vere West One, 9-10 Portland Place, London, W1B 1PR

**Date**
- Monday 6 February 2017

**Conference Fee**
- £495 + VAT (£594.00) for commercial organisations.
- £300 + VAT (£360.00) for voluntary sector / charities.
- £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.

**Group Rates**
- A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

**Terms & Conditions**
- A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

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- If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

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### Document for Each Delegate

- Photocopies are acceptable.

**Your Details**

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**First Name**

**Surname**

**Job Title**

**Department**

**Organisation**

**Address**

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Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box. Please also ensure you complete your full postal address details for our records.

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This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

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**Signature**

**Date**

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