Telling patients the truth when something has gone wrong

What progress have the professional regulators made in embedding candour?

A new report evaluates their progress



professional standards

authority

professional regulators' joint

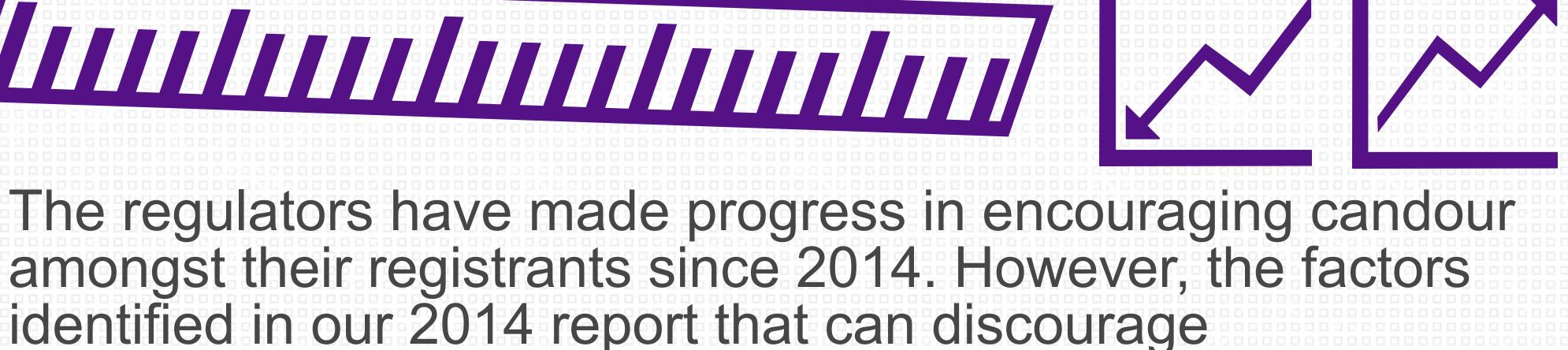
statement on candour

sign a statement agreeing a consistent approach to encouraging the professional duty of candour

regulators we oversee

Eight of the nine

Measuring candour The regulators have made progress in encouraging candour amongst their registrants since 2014. However, the factors



candid' and often include it as 'dishonesty'. Also if professionals are candid, an incident may never be subject to a regulator's fitness to practise process. The report suggests ways in which data collection around candour could be improved with: consistent categories capturing regulators' fitness to practise data

professionals from being candid are still present. It is also

consistent approach in how they categorise 'failure to be

difficult to measure progress. Regulators do not always take a

 data from healthcare providers/employers data from system regulators/defence or complaints bodies

• peer reviews/annual staff surveys.

Factors that can discourage/encourage candour



(impacted by high-profile cases and negative media coverage) and potential

impact on the cost of indemnity insurance are all factors which can discourage candour.

Fear of litigation/negligence

or even criminal proceedings

professional may feel that too much time has

A mistake may not

immediately. The

come to light

lapsed to be candid and/or high pressured working conditions may mean focus quickly turns to other patients/problems. 4. Education & training

development/revalidation schemes to ensure it remains front of their registrants' mind.

Regulators working with training

providers to embed candour

early on in a professional's

career and in regulators'

continuing professional

5.Communications Communicate best practice around the professional duty of candour, but also raise awareness that it exists and what its purpose is to professionals, patients and the public (with the potential to involve them and get their feedback on



identify with and relate

to. Also workshops

modules could also

professional duty of

help raise awareness

and e-learning

about the

candour.

candid/or not with them). Cooperation What more can professional and regulators do to consistency encourage candour?

situations where a

professional has been

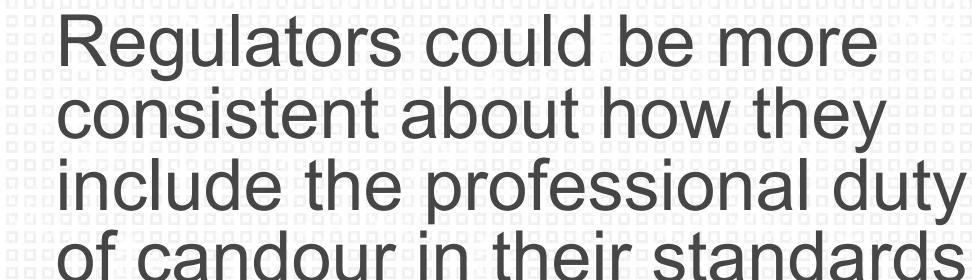
Regulators should cooperate not only amongst themselves but with other stakeholders including healthcare providers, systems regulators and education and training providers to raise awareness

about the professional duty of candour to trainees and those professionals at the start of their career. They also need to share examples of best practice

Cooperation

to understand when to be candid and the regulatory consequences of not being candid. Consistency Regulators need to take a consistent approach to incorporating the professional duty of candour into their core regulatory functions: Guidance and Education and

and create case studies that can help professionals



of candour in their standards, guidance and codes of practice for their registrants.

Standards

Registration Regulators could be more consistent about including the professional

duty of candour in their

continuing professional

processes.

development/revalidation



providers.

for education/training

Training

Take a consistent approach to

embedding the professional

the education and training

programmes they approve,

review and quality-assure by

including it in their standards

duty of candour in

Fitness to Practise Regulators could be more

consistent about how they categorise failure to be candid in their fitness to practise data, including focusing on the wider context in which incidents take place.

Find out more about the professional duty of candour and read our other reports at www.professionalstandards.org.uk/candour