

# Duty of candour annual report

## Year ending [2019]

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

Practice: *Urquhart Opticians, Kilmarnock, Troon and Prestwick*

Responsible person: *Alistair Duff*

Date of report: 26/6/19

### Aims and objectives of the practice

*To provide high-quality optometry services to our patients and to improve the eye 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

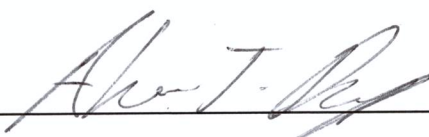
(0) Zero incidents occurred in the past 12 months

### Action taken

- NA

### Lessons learnt

NA

Signed: \_\_\_\_\_ 

Designation: OPTOMETRIST / DIRECTOR