

Scotland

Duty of candour

Nichola Maasdorp No4 Clinic annual report

Duty of candour annual report

Year ending 2024

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

Practice: *Nichola Maasdorp No4 Clinic*

Responsible person: *Nichola Maasdorp*

Date of report: 18th March 2025

Aims and objectives of the practice

- Provide quality and evidenced aesthetics treatments tailor-made for the individual
- Focus of prevention of ageing by promoting sun protection and good diet adjuncts
- Adhere to good practice guidelines for scope of practice
- Listen to our patients when they provide feedback
- Refer to other professionals should it be in the patients best interests
- Provide a clean and hygienic environment by practising high standards in infection control
- Ensure that patients are protected by giving neutral advice and assessing the financial impact on them

Duty of candour responsibilities

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 and will conduct an investigation, if necessary.

When new staff are inducted they are informed of our duty of candour to our patients and our policies and protocols like health and safety, incident reporting and other related policies and protocols

It is NM's duty to address any breaches of duty of candour immediately and alert the member of staff to their error. If the breach is serious then disciplinary proceeding may be appropriate.

Unexpected or unintended incidents

No unexpected or unintended incidents occurred between 1 Jan 2024 and 31 Dec 2024

The total number of unexpected or unintended incidents was: 0

Action taken

I confirm that for the following incidents the duty of candour protocol was followed:

- **None required**

The practice protocol was not followed for the following incidents: N/a