

# DUNDONALD MEDICAL PRACTICE

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## Duty of candour annual report

### Year ending 30 April 2019

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: *Dundonald Medical Practice*  
Responsible person: *Dr L McDougall*

Date of report: 1 April 2020

#### Aims and objectives of the practice

To provide high quality medical services to the patient population of Dundonald, Dreghorn and Symington Surgeries.

#### Duty of candour responsibilities and process

*You should describe how you have made your team aware of their duty of candour responsibilities and the systems/processes that you have in place to respond – for example:*

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

We have had 0 incidents.

#### Action taken

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

N/A

The practice protocol was not followed for the following incidents:

N/A

#### Lessons learnt

N/A

Signed: *Dee Heron*

Designation: Practice Manager