

Implementing The Duty of Candour and PSIRF with Empathy

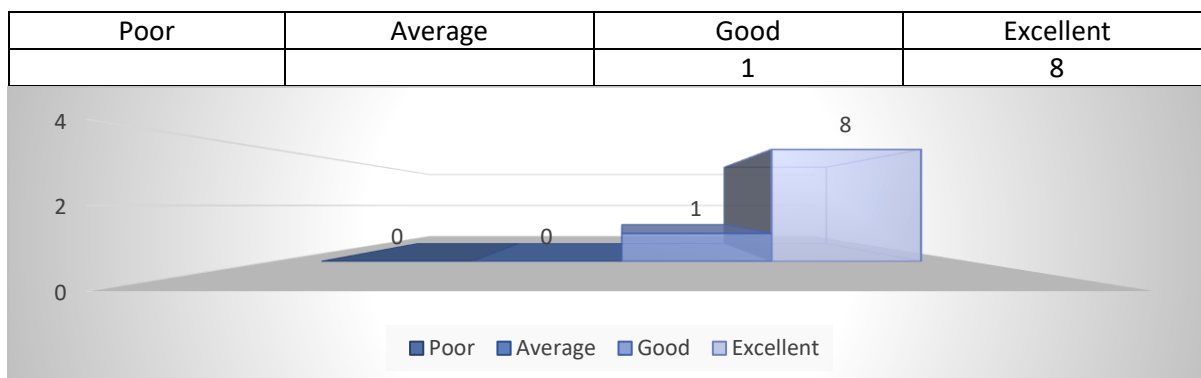
(10.00am-4.30pm Training carried out virtually by Peter Walsh (Former CEO AvMA)

and Carolyn Cleveland (CCET)

1. What was your overall impression of the course?

- An Excellent day. Thank you both. It was great to hear about the background to statutory DOC and how it came to be. Like you said Peter, my son was amazed to learn that there was no statutory DOC before 2014. I was so sorry to hear Sophie's story Carolyn. I am sure that by sharing it and the analysis around empathy and psychology, you are ensuring that hospital staff will come to realise the profound effect their approach to patients and relatives can have. I have no idea how you find the strength to share it but am in awe of you! Thank you.
- Well-structured and informative
- A really excellent, well-structured and developed course
- Excellent course
- An excellent introduction to DOC.
- Very informative
- It was excellent – both the practical by Peter and the personal/real knowledge of emotions and apologies, by Carolyn. I am very grateful for them both doing this, and in particular Carolyn's work and the inherent emotional labour in bringing such a personal message and teaching to improve the way the NHS works with families when things go wrong.
- Very relevant content and well-pitched by both presenters in a most engaging and relatable way.
- Such a great course. The content was very relevant, all questions were answered fully and openly, and the session was very thought-provoking and engaging.

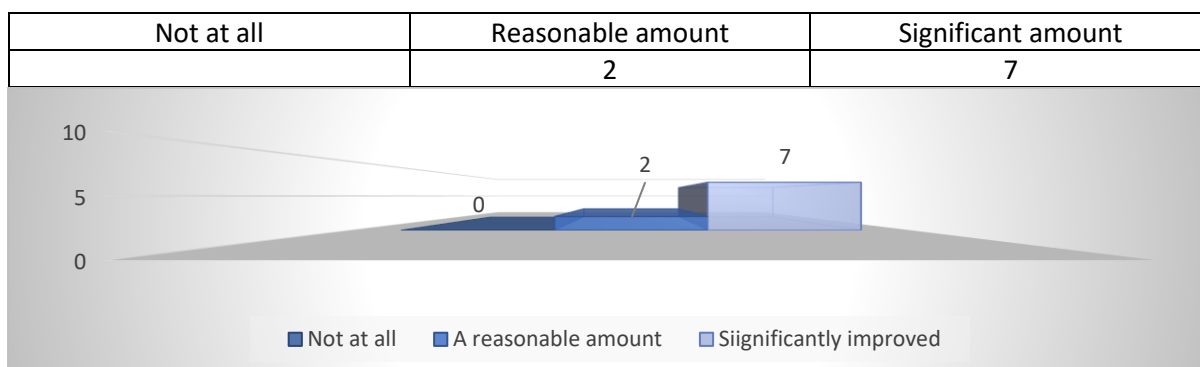
2. How would you rate the content of the day?



3. What will be your takeaway point from today's session?

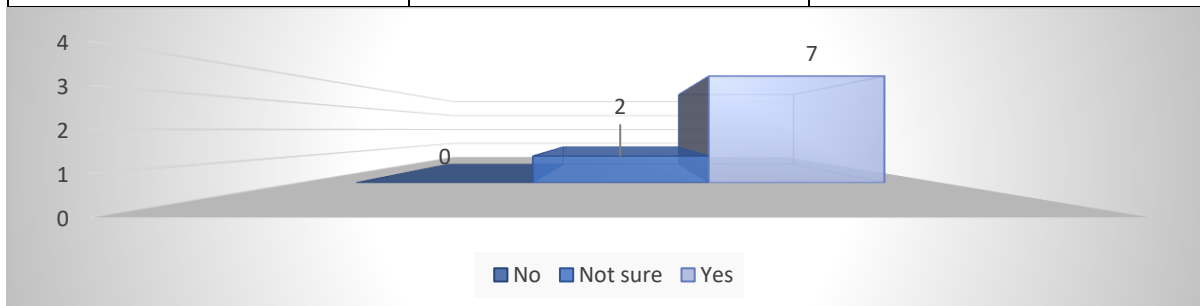
- How important it is to have the correct empathic approach has on patients and relatives. Never use "at least"! I am much clearer now about when the statutory duty of candour is required and when it is not. There is no absolute time frame to start the process but obviously the sooner the better.
- The importance of empathy.
- The difference between the overarching duty to practice in an open and honest way and the specific threshold of harm for DoC process. Engaging in these conversations (and other challenging conversations) in a human and empathetic way. Really valued the opportunity to explore the basis of empathy and connection and consider how it can fluctuate and the need to be aware of that (eg my funnel of life as well as my patient's)
- How kindness and empathy can make a difference while we provide care to our patients. It is very important to listen to patients and family and show empathy especially when dealing with incidents.
- I was pleased to learn more about when the Statutory DOC applies. I now know that it applies when moderate harm was or could be caused in the future. Not if it could have been (near miss situation).
- What is duty of Candour, how to deal with it, when to report.
- Funnel of life, it is ok to share emotion and be vulnerable with families communicate, communicate, communicate.
- Greater knowledge of the process but also greater awareness of what it represents and how we work with families. How to avoid secondary harm. Also, alas, the area about known complications.
- 1, the importance of DoC and understanding our organisation's statutory responsibility.
2, the process of delivering a meaningful and empathetic duty of candour.
3, how to evaluate an incident to decide on whether a DoC is appropriate.
4, importance of avoiding second harm.
5, introduction of the new framework PSIRF.

4. Has your understanding/knowledge of the duty of candour been enhanced following this session?



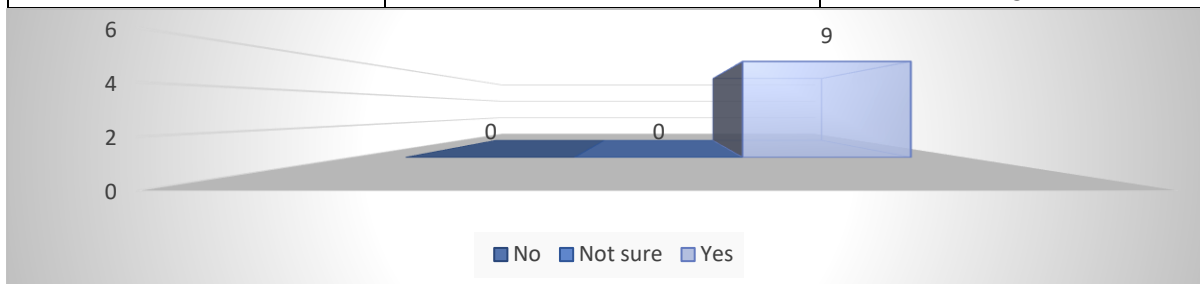
5. Has your knowledge of the importance of implementing the duty of candour been enhanced following this session?

Not at all	Reasonable amount	Significant amount
	2	7



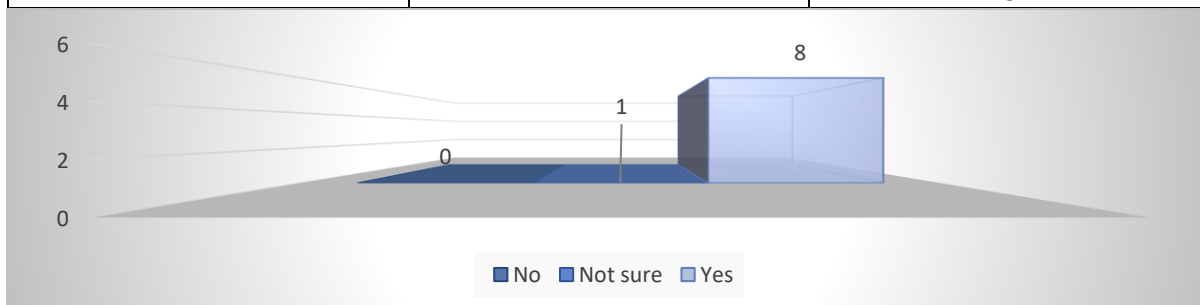
6. Are you more aware of the emotional experience and secondary harm following this session?

No	Not sure	Yes
		9



7. Has your clarity with grey areas around the duty of candour improved?

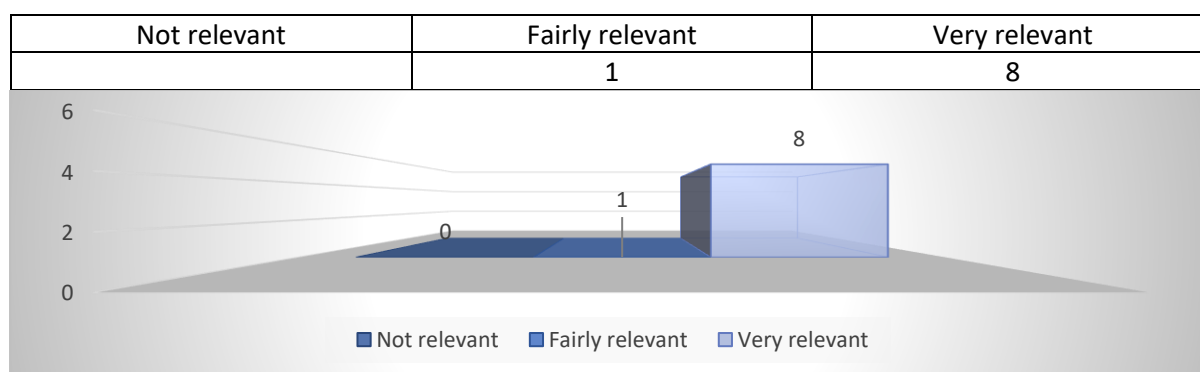
No	Not sure	Yes
	1	8



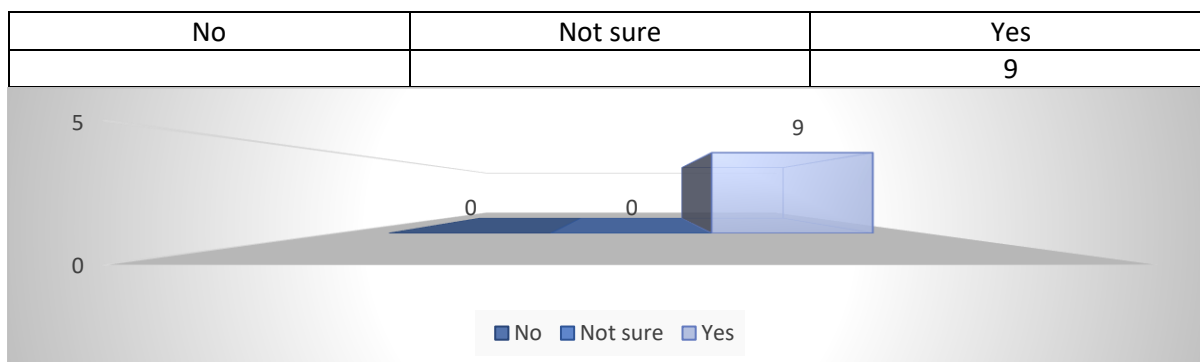
8. Name one thing you will do differently since having the training.

- I will think of ways to involve the families/patients more in the investigation process. Try to show as much empathy as possible when dealing with these difficult situations.
- Improving my face-to-face communication
- Will willingly enter into DoC conversations now I know that for many (pre-threshold of harm) that that is just part of what I do everyday.
- We rush with our pre-operative assessment on the day of surgery, especially if we are doing solo lists and have to finish seeing quite a few patients and then rush to start the theatre list. Even though I try to give more time and listen to each patient, I will make sure I am listening and addressing all their concerns.
- I will be able to support colleagues through the process more effectively.
- To be able to identify duty of candour and what forms to fill in.
- Acting more confidently but also with more awareness of the emotional aspect, especially where families express themselves strongly – because they are likely not feeling heard.
- I would ensure that statutory rights of DoC are applied in all merited cases and make better judgment when excuses for avoidance are observed. Presentation slides are a very helpful resource for reference during classification.
- Thinking less about process and more about the individual needs of the families.

9. Has this training been relevant to your professional and/or personal development?



10. Would you recommend this training to colleagues?



11. What would you say to a colleague, or organisation, who was unsure about attending, or working with C&C Empathy Training and Carolyn Cleveland?

- Attend without reservation.
- The course covers more than just the 'rules' of duty of candour.
- A really refreshing, worthwhile day.
- It's an Excellent course.
- To go ahead as it is a useful and well delivered course.
- It's an interesting and interactive course, it makes you more aware how to deal with situations.
- It is worth the time given - you will get detailed knowledge about DoC but it will also help to connect to the importance behind it and how to do it well. I think sometimes the resistance is "I already do this" – which is true, but it helps us do it better.
- Clarity of information and empowering style stood out for me. Learnings from case studies and sharing of personal stories provided me with valuable insights into how to deliver DoC with empathy. It was a very engaging session with lots of answered questions. The delivery was brilliant!
- ATTEND and be kind to yourself that day, it is an emotional course,

12. Is there anything Peter or Carolyn could have done to improve your training experience?

- Can't fault it but wonder whether people might find it helpful to see an example of a good Duty of candour letter and a little more about the process at a basic level. i.e. 1st letter, 2nd letter. Some people will not have been involved in the process before.
- No.
- No, I think your skills and styles (not to mention knowledge!) really enhanced my training

- Peter and Carolyn were excellent. Thank you. Carolyn a very special thank you to you for sharing your experience with us. Thank you.
- Thanks very much for an excellent day.
- This was a very good course; I don't feel anything could have been done better. Obviously if we were out of Covid it would be nice to have a face-to-face session.
- Only one, and I feel like a grinch for mentioning it, but while I wholeheartedly agree with Carolyn's view about Poldark and Cameron Diaz. Perhaps another way, if it feels relevant to the emotional landscape being explored, would be to invite participants to think about someone they find attractive, then say the dame piece about neurochemicals firing in the brain – it would make the same point without the pictures. Hope it is ok to receive this feedback – it is very well intended and with a great deal of respect.
- This training was excellent, and you both made it very personable.
- Being picking – maybe a little longer around the apology part – maybe a breakout or other activity.

Any additional comments

- Thank you for great day. Delivered with sensitivity, empathy for medical professionals as well as patients and relatives. Felt like a safe environment.
- None
- Well done for continuing in the pandemic. It clearly is not as easy for trainers or participants to experience this material online but while I would have rather be in a room together, it still worked well online. I learned so much and everyone I have spoken to since Monday had said the same. Thank you!
- It was a very useful session, and I will highly recommend to any interested party.
- Thank you.
- Enjoyed every aspect of the training session an wanted to thank you specially for the personal story you shared which was so powerful.
- I just wanted to send a quick email to thank you both for Monday's training session. I have not been on training that good for a long time – so thought provoking. Carolyn thanks for being so open with us, I continue to reflect on your experience when I speck to families and mindful of their funnel (and mine of course). I will be sure to recommend the training to colleagues.
- Thank you both for opening our ears and your guidance and your heartfelt insight into this very important subject. It was done in a way that rightfully places patients and families at the centre, without necessarily the framework of the Trust's position. In so doing, you allowed me to instinctively reach out. I wonder whether the legal chains are the things that hold us back? Thank you for allowing reflection on this. It would equally be good for training other senior members of Teams not just those in management roles.

- Thank you for a wonderful session today and for sharing Sophie's story so candidly. It was extremely brave of you and something I know will stay with me and everyone else who attend's your sessions..... What an amazing legacy for Sophie.
- Thank you very much for the session today. Your story was extremely powerful Carolyn, thank you so much for sharing it with us.