

Julia Hart Skin Clinic – Duty of Candour Annual Report 2025–2026

All health and social care services in Scotland have a **Duty of Candour**. This is a legal requirement which means that when things go wrong and mistakes happen, the people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an **annual report** outlining how we have operated the Duty of Candour within our service. This report covers the period between **1 January 2022 and 1 January 2023**. We hope you find this information helpful and transparent.

1. How many incidents happened to which the Duty of Candour applies?

In the last year, there have been **no incidents** to which the Duty of Candour applied at **Julia Hart Skin Clinic**.

2. Information about our policies and procedures

Should an event occur that triggers the Duty of Candour, all staff are required to report this immediately to the **Clinical Director**, who is responsible for ensuring that the correct Duty of Candour process is followed.

The Clinical Director would record the incident, notify **Healthcare Improvement Scotland (HIS)** as required, and ensure a full and transparent review takes place. A **learning review** would then be conducted with all staff involved to identify what happened, what could be improved, and how we can prevent a similar occurrence in the future.

All members of our clinical team are trained in Duty of Candour procedures as part of their **induction and ongoing professional development**. We recognise that any such incident can be distressing not only for patients but also for staff. Appropriate **support and guidance** are available to anyone affected.

We are fully committed to being **open, honest, and compassionate** in all aspects of patient care, and to using any learning from incidents to continuously improve our standards and patient safety practices.

3. Contact Information

If you would like more information about our Duty of Candour procedures, please contact:


Julia Hart, Clinical Director

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