

When things go wrong open disclosure

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Communicating honestly with patients after an adverse event, or open disclosure, includes a full explanation of what happened, the potential consequences and what will be done to fix the problem. Safe care also involves taking care of the patient after the event, ensuring that the problem does not happen again and sincerely offering regret or an apology, as appropriate. These issues are increasingly reflected in open disclosure policies for healthcare workers; in the UK they are explicitly outlined in the General Medical Council's professional duty of candour and statements by many of the professional bodies. Since 2015, and as a consequence of the Francis report, a duty of candour has been placed on a statutory basis in the UK for all healthcare providers.

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