

NPSA Patient Safety Alert – Being Open

Showing Leadership – Making a Board Level Commitment to Implementing the Principles of Being Open

Open and honest communication with patients is at the heart of health care. Saying sorry is not an admission of liability and is the right thing to do. Being open involves acknowledging, apologising and explaining when things go wrong. Conducting a thorough investigation into the incident and reassuring patients, their families and carers that lessons learned will help prevent the incident recurring. The Board of Directors for Poole Hospital NHS Foundation Trust confirm their commitment and endorsement of the principles of Being Open. These are:-

1. Acknowledgement.
2. Truthfulness, timeliness, and clarity of communication.
3. Apology.
4. Recognising patient and carer expectations.
5. Professional support.
6. Risk Management and Systems Improvement.
7. Multidisciplinary Responsibility.
8. Clinical Governance.
9. Confidentiality.
10. Continuity of Care.

It is the responsibility of all staff to follow the Being Open Principles which reinforce the Trust's commitment to an open, honest and fair culture.

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