

Duty of Candour Annual Report – 2025

Organisation: Bruntsfield and Tranent Physiotherapy

Reporting Period: 1 January 2025 – 31 December 2025

Report Author: Shona Dewar, Clinical Director

1. Statement of Commitment

Bruntsfield and Tranent Physiotherapy is committed to a culture of openness, transparency, and honesty with all patients. The organisation recognises its obligations under the Duty of Candour (Scotland) regulations and aims to ensure that patients are informed appropriately when notifiable safety incidents occur.

2. Notifiable Safety Incidents

During the reporting period, one incident was identified as meeting the threshold for a notifiable safety incident.

This related to a patient who developed septic arthritis following a corticosteroid injection, resulting in significant harm requiring hospital treatment.

3. Duty of Candour Actions

A written complaint response was issued on 29 October 2025 which included a full explanation of the incident, acknowledgement of harm, apology, and details of service improvements.

The patient was offered the opportunity for further discussion but has not responded over a period of several months.

The organisation considers that reasonable efforts have been made to comply with Duty of Candour through written disclosure and open invitation for further engagement.

In the absence of further patient contact, the Duty of Candour process is now considered closed.

4. Learning and Improvement

This incident has led to a review of internal processes. The following improvements have been implemented:

- Formal escalation procedures for post-treatment concerns

- Direct clinician involvement in post-procedure queries
- Enhanced documentation of patient communications
- Clearer protocols for identifying when urgent medical review is required

These changes aim to strengthen patient safety and ensure timely clinical oversight.

5. Systems and Assurance

The organisation maintains systems to support Duty of Candour compliance, including:

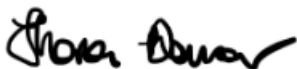
- Incident reporting and review processes
 - Staff awareness of Duty of Candour responsibilities
 - Governance oversight of significant incidents
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6. Conclusion

During 2025, Duty of Candour was triggered in one case. The organisation took reasonable steps to provide explanation, apology, and opportunity for further discussion.

The organisation remains committed to continuous improvement and to meeting its statutory obligations in a proportionate and patient-centred manner.

Sincerely,



Shona Dewar
Clinical Director