Department of Health
An Roinn Sláinte
Männystrie O Poustie
www.health-ni.gov.uk

Being Open Framework

Consultation Response Form

RESPONSE FORM (IF NOT RESPONDING ONLINE VIA CITIZEN SPACE) Please indicate your answer to the questions by **circling** your selection. You can also provide further comments in the free text field.

Please send responses electronically using the response sheet below and email address below.

Responses to be sent by email to:

being.open@health-ni.gov.uk

or by post to:

Being Open Team
Room D2.1
Department of Health
Castle Buildings Stormont Estate
Belfast
BT4 3SQ

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About you or your organisation:

Name:	
Job Title:	
Organisation:	
Address:	
Tel:	
E-mail:	

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Consultation Response Form – Being Open Framework

CONSULTATION QUESTIONS

Please indicate in each section if you agree YES or NO and add comments in the box below.

Understanding Openness and Culture

These questions focus on how organisations can create a culture where being open and honest is the norm (further information is provided in Section 3 of the 'Being Open Framework').

Q1 The framework looks at openness at three levels:

- **Routine openness:** Being honest in everyday care and communication.
- **Learning from mistakes:** Reflecting on errors to improve and avoid repeating them.
- **When things go wrong:** Clear communication and accountability when harm is caused.

Do you think these levels are helpful and appropriate? YES NO

Q2 The framework focuses on three areas of culture in an organisation:

- Infrastructure (e.g., policies and systems to support openness).
- Behaviours (e.g., how staff interact and communicate).
- Beliefs and stories (e.g., shared values and lessons from the past).

Do you think it's helpful to also focus on three areas? YES NO

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Supporting openness in everyday care

These questions focus on how organisations can make honesty and openness a natural part of daily care (further information is provided in Section 2, Section 3.3.1 and Section 7).

Q3 To support staff in being open it is proposed that organisations:

- Provide regular training for staff to promote openness.
- Share real-life examples of openness and what was learned.
- Recognise and celebrate examples of good practice in being open.
- Provide supervision that is supportive of openness.

Do you agree with these will help staff be open and honest every day?

YES NO

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Openness with a focus on learning

These questions focus on how organisations learn from experience to improve care and avoid future harm (further information is provided in Sections 2 and 3).

Q4 To improve learning it is proposed that organisations should:

- Encourage staff to talk openly about mistakes without fear of unfair retribution.
- Understand the circumstances that may contribute to failures and mistakes.
- Share lessons across teams to improve safety and care.
- Make improvements visible to the public, so people know what has changed.

Do you agree that these will improve learning from experience? YES NO

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Openness when things go wrong

These questions focus on when things go wrong, and how organisations and their staff handle these situations with openness, compassion, and clear communication (further information is provided in Section 3).

Q5 When things go wrong, it is proposed that organisations immediately:

- Inform patients and families as soon as possible after an incident.
- Offer apologies and explanations early.
- Provide emotional or therapeutic support to all those affected (patients; carers; staff).
-

Do you agree with the proposals for when things go wrong? YES NO

Q6 For all involved in serious incidents, it is proposed that they have:

- Timely access to information about the incident.
- Regular updates on progress and outcomes of any investigations.
- Counselling or emotional support as and when needed for all involved.
- Debriefs to discuss what happened and how to improve.

Do you think all involved in serious incidents should receive support?

YES NO

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Duty of Candour to support Openness

These questions relate to the proposals for the introduction of a statutory organisational and individual Duty of Candour.

Q7 Do you think that the introduction of a statutory organisational Duty of Candour would support organisations in their development of a more open culture?

YES NO

Q8 Do you think that the introduction of a statutory individual Duty of Candour would support individuals to be more open?

YES NO

Q9 Do you think that including a "Duty of Candour" clause in staff contracts will improve openness?

YES NO

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Leadership and oversight to promote Openness

These questions consider the role of leaders in promoting and monitoring openness (further information is provided in Section 4).

Q10 Should Boards of organisations and Chief Executives, through their Board Patient Safety and Quality Committee, be held responsible for creating an open culture?

YES NO

Q11 Proposals for monitoring openness in organisations

- Organisations should report and publish regularly on their progress in being open.
- Organisations should be held accountable for supporting openness by the Department of Health and regulators.
- Independent audits should assess whether organisations are meeting openness standards.

Do you agree with the proposals to monitor openness? YES NO

Q12 Would the introduction of an Independent Patient Safety Commissioner improve openness and patient safety? (Further information is provided in Section 6.2).

YES NO

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Training and education to support openness

These questions focus on the training and support that is needed to help staff understand how to be open and honest in different situations (further information is provided in Sections 7 and 8).

Q13 Organisations should support and train staff in being open in different situations so they can:

- Be open and honest in everyday care.
- Learn from mistakes and failures to share lessons.
- Support patients and families when things go wrong.

Do you think all staff should be trained for these purposes? YES NO

Q14 Organisations should provide support and train staff at different times using a range of training methods

- Training for openness at induction and as refresher training for all staff.
- Provision of a range of different opportunities for learning such as online or in person.
- Provision of support through mentorship, coaching and supervision.
- Learning provided in way appropriate to the staff role and the most effective training method.

Do you think all staff should be trained for in these ways? YES NO

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Public Consultation on the Duty of Candour and Being Open Framework

Thank you for taking the time to respond to the consultation questions and in sharing your views. Your feedback is vital for shaping these proposals in improving honesty and openness in health and social care in Northern Ireland.

Any further comments on these proposals to improve openness?