

Duty of Candour Report 1st August 2024- 31st July 2025

In 2014, the General Optical Council (GOC) agreed a joint statement with other healthcare regulators which outlined the expectations of a professional duty of candour from registered Optometrists and Dispensing Opticians.

To fulfil our duty of candour responsibilities, we report annually on any unintended or unexpected incidents that occurred within optometry practice during the past year.

Flamingo Optics Ltd's policy is to be open, honest and transparent about all aspects of patient care. If we become aware of a situation in which an unintended or unexpected incident occurred in the provision of a patient's eyecare or something went wrong with a patient's eyecare, we have a duty to inform the patient, regardless of whether a complaint or feedback has been received. This does not necessarily mean that we admit any wrong doing. We will use any incidents as an opportunity to learn.

Flamingo Optics Ltd's policy is in line with the statutory Organisational Duty of Candour in the Health (Tobacco, Nicotine etc and Care) Scotland Act 2016 and the General Optical Council's Professional Duty of Candour in Article 2.1.2 of the Standards for Optical Businesses.

Unexpected or Unintended Incidents August 2024-July 2025.

Between August 2024 and July 2015 there were 0 incidents in which the duty of candor applied.

Actions

N/A