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Dyddiad / Date: 10<sup>th</sup> April 2024

**Duty of Candour Virtual Drop-In Clinics for Primary Care Providers May to December 2024**

Dear Colleagues

Firstly, on behalf of the Once for Wales Concerns Management System (OfWCMS) Programme Team, I would like to thank you all for your continued support and commitment in reaching our Primary Care provider colleagues across NHS Wales.

You will recall that the OfWCMS Programme Team held Duty of Candour Primary Care Reporting virtual drop-in clinics during 2023 and the first half of 2024. The purpose of these sessions was to provide familiarisation to Primary Care providers in accessing and navigating the Datix Cymru system, to support Primary Care providers to support them to prepare for their duty to report under the Duty of Candour, which became a Legal requirement on 1st April 2023 as part of the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

The feedback from the virtual drop-in clinics was extremely positive and there is an appetite for further virtual drop-in clinics to be set up.

The OfWCMS Programme Team are delighted to confirm that further virtual drop-in clinics have been set up for May to December 2024 and will again focus on providing familiarisations to Primary Care providers in accessing and navigating the Datix Cymru system.

The purpose of this communication is to cascade the information about the virtual drop-in clinics for Primary Care providers. Please can you share the attached document across Primary Care within your organisation and encourage engagement with the Once for Wales Concerns Management System Team at these virtual events.

Thank you for your continued support.

Once for Wales Programme Team

Judith Lewis

Prif Gynghorydd ar Ddiogelwch a Dysgu

Principal Safety & Learning Advisor

**This has been cascaded to:**

**All Wales GP Practice Managers**

**All Wales GP OOHs**

**All Wales Sessional GPs**

**All Wales Pharmacies / Technicians**

**All Wales HB Primary Care Managers**

**All Wales HB Pharmacy & Prescribing Advisors**

**All Wales Medical Committees**

**All Wales Pharmacy Committees**

**All Wales Ophthalmic Committees**



System Rheoli Pryderon  
Unwaith dros Gymru

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Once for Wales Concerns  
Management System



Partneriaeth  
Cydwasanaethau  
Gwasanaethau Cronfa Risg Cymru

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Shared Services  
Partnership  
Welsh Risk Pool Services



Duty of Candour  
Primary Care Reporting  
Virtual Drop-in User Clinics



# Duty of Candour

## Primary Care Reporting

### Virtual Drop-in User Clinics

The Once for Wales Concerns Management System (OfWCMS) Programme Team are committed to supporting the ongoing implementation of the Duty of Candour in Wales, which became a Legal requirement on 1<sup>st</sup> April 2023 as part of the Health and Social Care (Quality and Engagement) (Wales) Act 2020.

The OfWCMS Programme Team held virtual drop-in clinics to provide familiarisation to Primary Care providers in accessing and navigating the Datix Cymru system during the month of March 2023 and again during the months of October 2023 and November 2023. The feedback from the virtual drop-in clinics was extremely positive and there is an appetite for further virtual drop-in clinics to be set up.

The OfWCMS Programme Team are delighted to confirm that further virtual drop-in clinics have been set up for 2024 and will again focus on providing familiarisations to Primary Care providers in accessing and navigating the Datix Cymru system.

As a reminder, under the duty NHS bodies, including primary care providers, are required to capture and report on occasions where the Duty of Candour is triggered.

The platform for capturing and recording instances where Duty of Candour is triggered is Datix Cymru. This is a secure, cloud based, interactive system which enables Primary Care providers to make the necessary reports and, where accessing the system via a login, see updates on cases. The Datix Cymru system is also used to notify patient safety concerns to the relevant Health Board.

Datix Cymru is available to all primary care providers and is accessed via a dedicated website <https://nwssp.nhs.wales/a-wp/pcir/>

The OfWCMS National Team can be contacted via email at [OnceForWales.CMS@wales.nhs.uk](mailto:OnceForWales.CMS@wales.nhs.uk).



# Duty of Candour

## Primary Care Reporting

### Virtual Drop-in User Clinics

The full schedule of virtual drop-in clinic sessions is outlined here.

To access a session, simply click on the link which will take you to the appropriate Microsoft Teams meeting:

Date	Tue 7 <sup>th</sup> May 24	Thurs 23 <sup>rd</sup> May 24	Tue 4 <sup>th</sup> June 24
Time	1pm to 2pm	11am to 12pm	1pm to 2pm
Link	<a href="#">Click here to join the meeting</a>	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>
Date	Thurs 13 <sup>th</sup> June 24	Tue 9 <sup>th</sup> July 24	Thur 25 <sup>th</sup> July 24
Time	1pm to 2pm	11am to 12pm	1pm to 2pm
Link	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>
Date	Tue 6 <sup>th</sup> Aug 24	Thur 29 <sup>th</sup> Aug 24	Tue 10 <sup>th</sup> Sept 24
Time	1pm to 2pm	11am to 12pm	10am to 11am
Link	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>
Date	Thur 19 <sup>th</sup> Sept 24	Tue 8 <sup>th</sup> Oct 24	Thur 24 <sup>th</sup> Oct 24
Time	1pm to 2pm	10am to 11am	1pm to 2pm
Link	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>
Date	Tue 5 <sup>th</sup> Nov 24	Thur 28 <sup>th</sup> Nov 24	Tues 3 <sup>rd</sup> Dec 24
Time	1pm to 2pm	10am to 11am	1pm to 2pm
Link	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>	<a href="#">Join the meeting now</a>

# Duty of Candour

These virtual clinics are designed to support Primary Care Users and the national team will not be able to discuss any requests to make changes to the workflow or codes in the system. The national team will also not be able to advise on local organisational processes or policy. Any queries of this nature should be directed to the appropriate manager within the relevant organisation.

The OFWCMS National Team can be contacted via email at:  
[OnceForWales.CMS@wales.nhs.uk](mailto:OnceForWales.CMS@wales.nhs.uk)

