

# A patient view of candour

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# Introduction

- In osteopathy and chiropractic, serious adverse events are rare, candour events are more likely to centre around uncertainty.
- Work needed to explore the definition of candour as understood by patients, specifically better understanding of:
  - Patient expectations in these circumstances
  - How patients can be supported to be partners in their care before, during and after, if things go wrong.



# What we did



community  
research

*22 participants in total...*

A deliberative workshop conducted in September 2023.

This approach built participant knowledge and used a range of hypothetical scenarios to help bring the topic to life.

16 patients were recruited to match a pre-agreed specification:  
12 chiropractic & 4 osteopathic patients

6 members attended – one carer and 5 osteopathic patients

*GOSC Patient Involvement Forum*



# Key insights



community  
research

*Patient  
starting  
point*

- Low awareness of regulation
- Inherent vulnerability
- Patient vs consumer mindset

*Expectations  
when things  
go wrong*

- Empathetic to challenges faced by practitioners
- Focus on the importance of a dialogue and reflection/ learning

*Apology  
and  
redress*

- Challenging area which takes skill to get right
- Legal implications raised

*Information  
needs*

- Basic information on regulation and complaints
- Less clarity on information on Duty of Candour



community  
research

Ethics /  
professionalism


Patient/practitioner  
relationship

Culture

Reputation

Setting

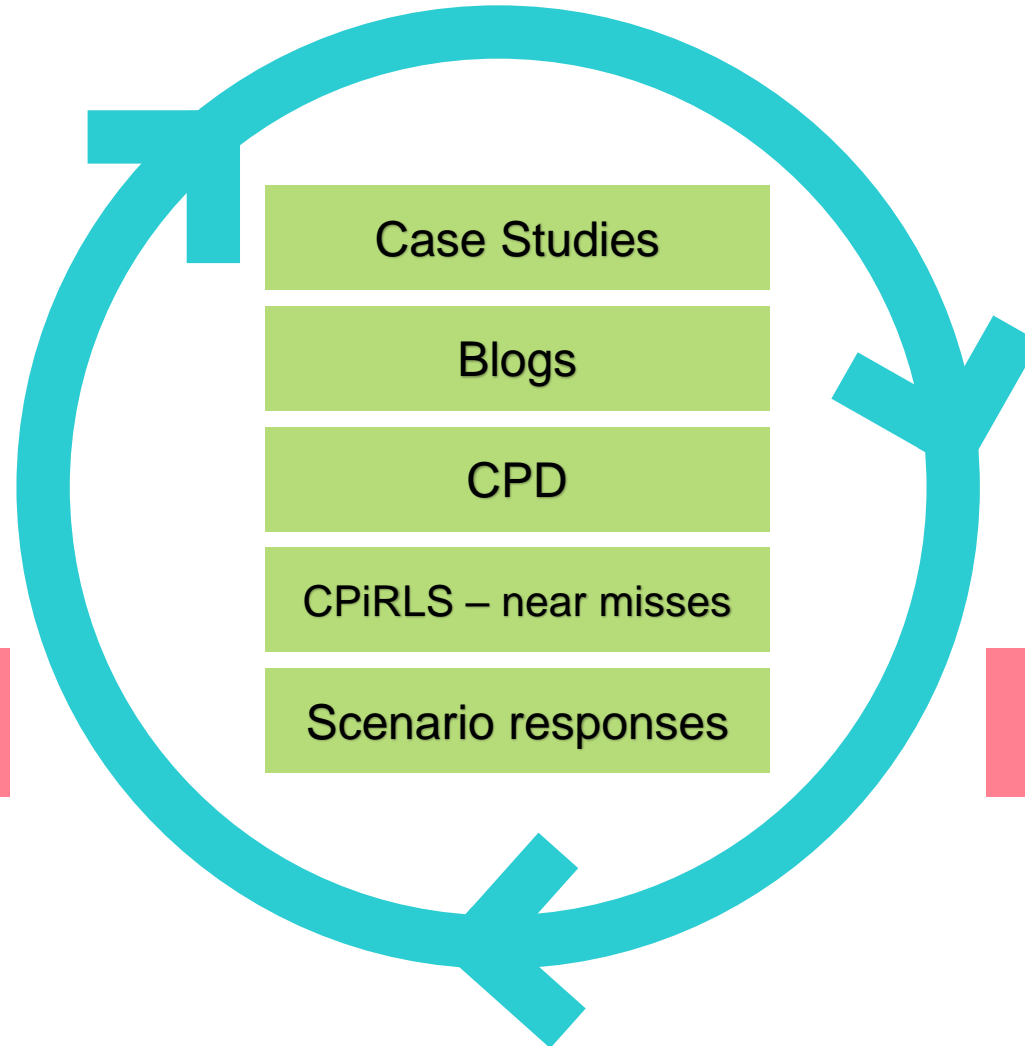
Commercial  
interest



*Factors  
influencing  
compliance  
with Duty  
of Candour*

# Next steps - Registrants

The GCC Code  
and Guidance



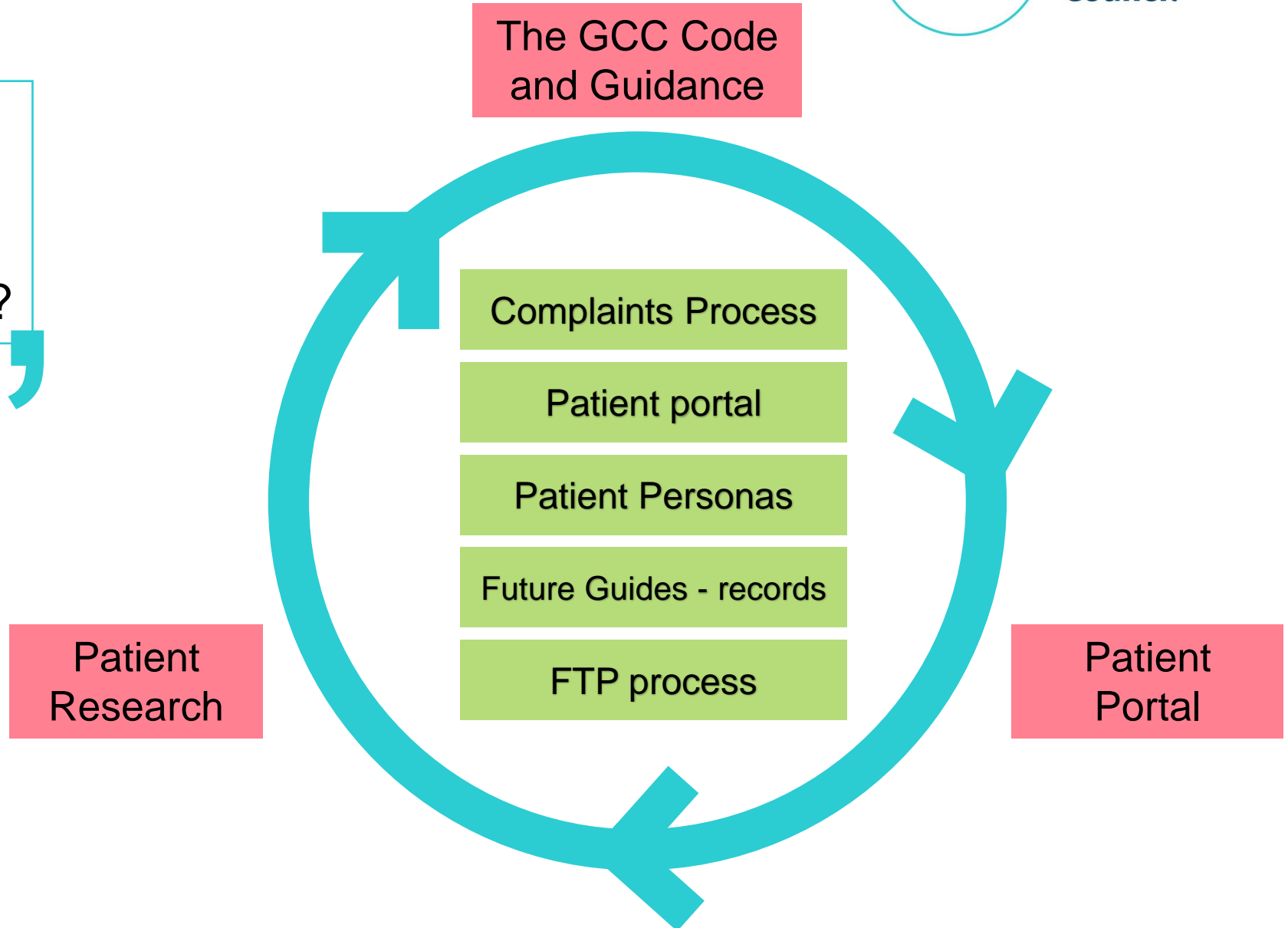
Patient  
Research

“  
An apology is not  
an admission of  
guilt.  
”

Registrant  
Toolkits

# Next steps - Patients

“ If you don't know what Duty of Candour means, how can you hold people to account? ”

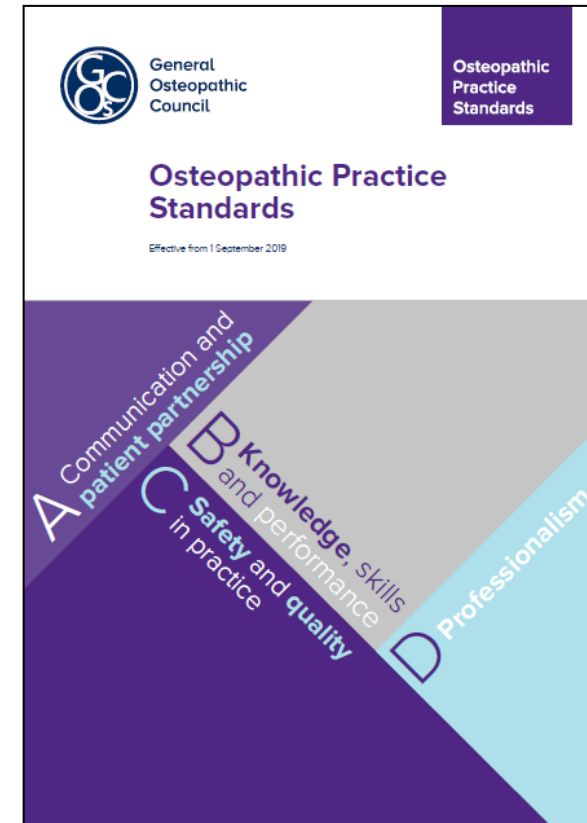




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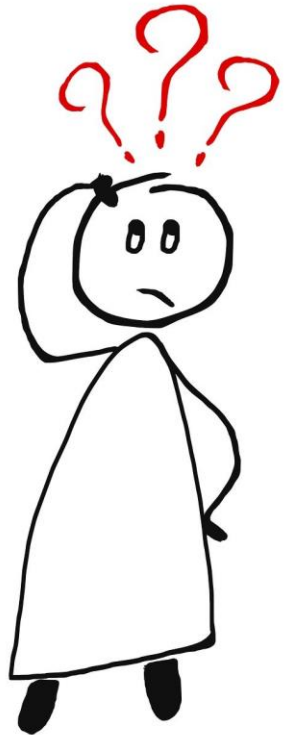
# For osteopaths

- Report on findings to the profession – the patient perspective
- Update our guidance on candour
- Use candour scenarios to illustrate application of professional judgement especially in nuanced cases
- Upcoming review of the Osteopathic Practice Standards – reflect on changes needed to support effective implementation of standards





# Any questions?



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