## Appendix H

**EXAMPLE REPORT TEMPLATE**

The Duty of Candour letter should be personal to the recipient, empathetic and easy to read.

This template gives a good starting place, replace the red text with relevant information, **but do not be afraid to change the words to ensure that the letter is in line with what happened and personal to the recipient**.

Delete this text box before sending



Service Address Service Postcode Service Telephone

Our Reference:

DATE

PRIVATE & CONFIDENTIAL

Patient Address Patient Postcode

Dear XXXX

As agreed, following our initial letter and conversation, please find below a summary of the investigation findings into the SHORT DESCRIPTION OF THE INCIDENT – development of the pressure ulcer / fall / etc. which happened on (date).

**What Happened:**

ENTER TEXT HERE

**What Immediate Action Did We Take?**

ENTER TEXT HERE

**What Did Our Investigation Find?**

ENTER TEXT HERE

**What Can We Learn from This?**

ENTER TEXT HERE

I hope that this will help assure you that appropriate steps have been taken to identify any care and treatment issues relevant to the incident, and that suitable recommendations for action have been prioritised.

Yours sincerely

**Manager Name**

**Manager Job title**