NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-15
Subject: Duty of Candour and Family Liaison Officers

Dear Sir/Madam,

Thank you for your email dated **07/01/2026** where you requested information about **Duty of Candour and Family Liaison Officers.**

The information you requested is enclosed.

Question	Answer
1. In your organisation, who undertakes statutory opening/initial **verbal** duty of candour? (For example, is this a nominated person in governance/clinical teams/FLO specific role)	In policy
2. In your organisation, who undertakes statutory opening/initial **written** duty of candour? (For example, is this a nominated person in governance/clinical teams/FLO specific role)	In policy
3. In your organisation, who undertakes statutory closing/final **verbal** duty of candour? (For example, is this a nominated person in governance/clinical teams/FLO specific role)	In policy
4. In your organisation, who undertakes statutory closing/final **written** duty of candour? (For example, is this a nominated person in governance/clinical teams/FLO specific role)	In policy
5. What time frame do you work to for **verbal** opening/initial duty of candour being completed?	In policy
6. What time frame do you work to for **written** opening/initial duty of candour being completed?	In policy

7. What time frame do you work to for **verbal** closing/final duty of candour?	In policy
8. What time frame do you work to for **written** closing/final duty of candour?	In policy
9. Do you have a dedicated substantive FLO role within your Trust? If yes, please give information on; • Number of WTE posts • AFC banding • A copy of the FLO job description	In policy
10. Is the person who undertakes statutory opening/initial duty of candour always the same person who undertakes the family liaison officer role for that particular case/learning response?	No
11. Do you have a process in place for how you facilitate / track duty of candour conversations being completed for cases that following initial/rapid review a learning response/investigation is decided not to be undertaken but the case meets notifiable criteria for Statutory DOC to be completed? If so, please provide a copy of the process or describe it.	DOC tracked within Division Automated compliance reports generated via Local Risk Management system (Ulysses Safeguard).
12. Do you have a process to track/audit the number of contacts made throughout a learning response with the patient/family? If yes please provide a copy of the process or describe it.	DOC contacts are uploaded to Local Risk Management System, however there is not an audit process which monitors the number of DOC contacts made during an individual learning response. The oversight of this process is the compliance with statutory DOC requirements.
13. Please provide a copy of any guidelines/standard operating procedures/policies on how you operationalise engagement with patients, families and staff including duty of candour/ family liaison role across your Trust?	Attached.

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton

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