

## **Appendix A – Summary of Recommendations**

The recommendations are divided into five main areas, some of which would require new laws:

### **New 'fundamental standards' of compliance, with clear means of enforcement**

- Greater openness, transparency and candour
- Improved support for compassionate, caring and committed nursing
- Accurate, useful and relevant information
- Better healthcare leadership
- Hospitals should agree lists of 'fundamental standards' about patient safety, effectiveness and basic care
- To cause death or serious harm to a patient by non-compliance should be a criminal offence
- Individuals should be supported to report non compliance, and should be protected when they do
- Standards should be created by the National Institute for Health and Clinical Excellence (Nice) policed by the Care Quality Commission (CQC)

### **Greater openness, transparency and candour**

- A 'duty of candour' should be imposed, by law, and deliberate obstruction of this duty should be made a criminal offence
- Complaints should be treated seriously when they occur, and questions answered truthfully
- Any patient who has been harmed by a healthcare worker should be informed, as should their family, regardless of whether the information will lead to a complaint
- Every provider trust must be obliged to tell the truth, as a contractual duty

### **Improved support for compassionate, caring and committed nursing**

- Student nurses should have direct care experience under the supervision of a registered nurse
- Healthcare supporter workers should undergo consistent training, and should be regulated by a registration scheme
- A code of conduct should be established for those working with elderly, and vulnerable patients
- Nurses should be given more representation at leadership levels within hospitals

### **Better healthcare leadership**

- A common code of ethics and conduct, based on patient needs and public expectations, should be adopted by all senior managers in the NHS
- Boards must be accountable for the presentation of information, and standards
- It should be a criminal offence to make a wilful false statement on issues of compliance or fundamental standards.