



East Sussex Healthcare NHS Trust

Eastbourne District General Hospital

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Eastbourne
East Sussex
BN21 2UD

FOI REF: 25/708

20th October 2025

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

I'm writing to request the number of Duty of Candour breaches recorded by East Sussex Healthcare NHS Trust during the 2024/25 financial year. I understand that due to Section 12 (time/cost implications), the full level of detail originally requested may not be available, so I'm happy to narrow the scope to just the number of breaches.

There are no nationally published targets for when a Duty of Candour must be completed by; Care Quality Commission (CQC) Regulation 20 states at point (2) that a duty of candour must be made "**...as soon as reasonably practicable...**". This means there will be no datasets to measure compliance, and thus no figures pertaining to a breach would be recorded.

However, as a responsible healthcare provider we have set our own target for completion of verbal and written Duty of Candour's, and track compliance over a rolling 12-month period for internal quality and assurance standards. As of 8 October 2025, compliance with our target for completing verbal Duty of Candour's was 77%, and 79% for written Duty of Candour's.

As defined by the Care Quality Commission (CQC), the Duty of Candour is a legal requirement for all regulated health and social care providers to be open and transparent with service users and their families when a "notifiable safety incident" occurs. From what I understand, NHS Trusts are required to keep secure written records of these interactions.

The Trust is acutely aware of its duty to adhere to the standards set out at CQC Regulation 20 and maintains records of all communications in respect of Duty of Candour when a notifiable safety incident occurs.

Cont.../

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net