

Freedom to Speak up (Whistleblowing) Policy

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P037	Company Secretary	Audit and Risk Committee	3 years

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Speak up – we will listen

Speaking up about any concern you have at work is really important. In fact, it's vital because it will help us to keep improving our services for all patients and the working environment for our staff.

You may feel worried about raising a concern, and we understand this. But please don't be put off. In accordance with our duty of candour, our senior leaders and entire board are committed to an open and honest culture. We will look into what you say and you will always have access to the support you need.

1. This policy

This 'standard integrated policy' was one of a number of recommendations of the review by Sir Robert Francis into whistleblowing in the NHS, aimed at improving the experience of whistleblowing in the NHS. It is expected that this policy (produced by NHS Improvement and NHS England) will be adopted by all NHS organisations in England as a minimum standard to help to normalise the raising of concerns for the benefit of all patients.

Our local process has been integrated into the policy/adheres to the principles of this policy and provides more detail about how we will look into a concern.

[Whistleblowing Investigation Procedure](#)

2. What concerns can I raise?

You can raise a concern about **risk, malpractice or wrongdoing** you think is harming the service we deliver. Just a few examples of this might include (but are by no means restricted to):

- unsafe patient care
- unsafe working conditions
- inadequate induction or training for staff
- lack of, or poor, response to a reported patient safety incident
- suspicions of fraud (which can also be reported to our local counter-fraud team Matthew Wilson – matt.wilson@rsmuk.com)
- a bullying culture (across a team or organisation rather than individual instances of bullying).
- Professional competence

For further examples, please see the Health Education England video.

<https://www.youtube.com/watch?v=zjau1Ey0di8>

Remember that if you are a healthcare professional you may have a professional duty to report a concern. **If in doubt, please raise it.**

Don't wait for proof. We would like you to raise the matter while it is still a concern. It doesn't matter if you turn out to be mistaken as long as you are genuinely troubled.

This policy is not for people with concerns about their employment that affect only them – that type of concern is better suited to our grievance policy [Grievance and Disputes Policy and Procedure](#).

3. Feel safe to raise your concern

If you raise a genuine concern under this policy, you will not be at risk of losing your job or suffering any form of reprisal as a result. We will not tolerate the harassment or victimisation of anyone raising a concern. Nor will we tolerate any attempt to bully you into not raising any such

concern. Any such behaviour is a breach of our values as an organisation and, if upheld following investigation, could result in disciplinary action.

Provided you are acting honestly, it does not matter if you are mistaken or if there is an innocent explanation for your concerns.

4. Confidentiality

We hope you will feel comfortable raising your concern openly, but we also appreciate that you may want to raise it confidentially. This means that while you are willing for your identity to be known to the person you report your concern to, you do not want anyone else to know your identity. Therefore, we will keep your identity confidential, if that is what you want, unless required to disclose it by law (for example, by the police). You can choose to raise your concern anonymously, without giving anyone your name, but that may make it more difficult for us to investigate thoroughly and give you feedback on the outcome.

5. Who can raise concerns?

Anyone who works (or has worked) in the NHS, or for an independent organisation that provides NHS services can raise concerns. This includes agency workers, temporary workers, students, volunteers and governors.

6. Who should I raise my concern with?

In many circumstances the easiest way to get your concern resolved will be to raise it formally or informally with your line manager (or lead clinician or tutor).¹ But where you don't think it is appropriate to do this, you can use any of the options set out below in the first instance.

If raising it with your line manager (or lead clinician or tutor) does not resolve matters, or you do not feel able to raise it with them, you can contact one of the following people:²

- our Freedom to Speak Up Guardian: awp.raisingconcerns@nhs.net

This is an important role identified in the Freedom to Speak Up review to act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation, including the chief executive, or if necessary, outside the organisation

- our risk management team will.smith8@nhs.net

If you still remain concerned after this, you can contact:

- our executive director with responsibility for whistleblowing, Julie Kerry, Director for Nursing and Quality julie.kerry2@nhs.net
- our non-executive director with responsibility for whistleblowing, Mark Outhwaite mark.outhwaite@nhs.net
- our Trust Company Secretary, Sarah Knight sarah.knight7@nhs.net

All these people have been trained in receiving concerns and will give you information about where you can go for more support.

If for any reason you do not feel comfortable raising your concern internally, you can raise concerns with external bodies, listed on page 7.

7. Advice and support

[Details on the local support available to you can be found here](#). However, you can also contact the [Whistleblowing Helpline](#) for the NHS and social care, your professional body or trade union representative.

8. How should I raise my concern?

You can raise your concerns with any of the people listed above in person, by phone or in writing (including email).

Whichever route you choose, please be ready to explain as fully as you can the information and circumstances that gave rise to your concern.

9. What will we do?

We are committed to the principles of the Freedom to Speak Up review and its vision for raising concerns, and will respond in line with them (see Annex B).

We are committed to listening to our staff, learning lessons and improving patient care. On receipt the concern will be recorded and you will receive an acknowledgement within two working days. The central record will record the date the concern was received, whether you have requested confidentiality, a summary of the concerns and dates when we have given you updates or feedback.

9.1 Investigation

Where you have been unable to resolve the matter quickly (usually within a few days) with your line manager, we will carry out a proportionate investigation – using someone suitably independent (usually from a different part of the organisation) and properly trained – and we will reach a conclusion within a reasonable timescale (which we will notify you of). Wherever possible we will carry out a single investigation (so, for example, where a concern is raised about a patient safety incident, we will usually undertake a single investigation that looks at your concern and the wider circumstances of the incident¹). The investigation will be objective and evidence-based, and will produce a report that focuses on identifying and rectifying any issues, and learning lessons to prevent problems recurring.

We may decide that your concern would be better looked at under another process; for example, our process for dealing with bullying and harassment. If so, we will discuss that with you.

If your concern suggests a Serious Incident has occurred, an investigation will be carried out in accordance with the Serious Incident Framework.

Any employment issues (that affect only you and not others) identified during the investigation will be considered separately.

9.2 Communicating with you

We will treat you with respect at all times and will thank you for raising your concerns. We will discuss your concerns with you to ensure we understand exactly what you are worried about. We will tell you how long we expect the investigation to take and keep you up to date with its progress. Wherever possible, we will share the full investigation report with you (while respecting the confidentiality of others).

9.3 How will we learn from your concern?

The focus of the investigation will be on improving the service we provide for patients. Where it identifies improvements that can be made, we will track them to ensure necessary changes are made, and are working effectively. Lessons will be shared with teams across the organisation, or more widely, as appropriate.

¹ If your concern suggests a Serious Incident has occurred, an investigation will be carried out in accordance with the [Serious Incident Framework](#).

9.4 Board oversight

The board will be given high level information about all concerns raised by our staff through this policy and what we are doing to address any problems. We will include similar high level information in our annual report. The board supports staff raising concerns and wants you to feel free to speak up.

9.5 Review

We will review the effectiveness of this policy and local process at least annually, with the outcome published and changes made as appropriate.

10. Raising your concern with an outside body

Alternatively, you can raise your concern outside the organisation with:

- NHS Improvement for concerns about:
 - how NHS trusts and foundation trusts are being run
 - other [providers with an NHS provider licence](#)
 - NHS procurement, choice and competition
 - the national tariff
- [Care Quality Commission](#) for quality and safety concerns
- [NHS England](#) for concerns about:
 - primary medical services (general practice)
 - primary dental services
 - primary ophthalmic services
 - local pharmaceutical services
- [Health Education England](#) for education and training in the NHS
- [NHS Protect](#) for concerns about fraud and corruption.

10.1 Making a 'protected disclosure'

There are very specific criteria that need to be met for an individual to be covered by whistleblowing law when they raise a concern (to be able to claim the protection that accompanies it). There is also a defined list of '[prescribed persons](#)', similar to the list of outside bodies on page 7, who you can make a protected disclosure to. To help you consider whether you might meet these criteria, please seek independent advice from the [Whistleblowing Helpline](#) for the NHS and social care, [Public Concern at Work](#) or a legal representative.

10.2 National Guardian Freedom to Speak Up

The new National Guardian can independently review how staff have been treated having raised concerns where NHS trusts and foundation trusts may have failed to follow good practice, working with some of the bodies listed above to take action where needed.

11. Annex A: Example process for raising and escalating a concern

11.1 Step one

If you have a concern about a risk, malpractice or wrongdoing at work, we hope you will feel able to raise it first with your line manager, lead clinician or tutor (for students). This may be done orally or in writing.

11.2 Step two

If you feel unable to raise the matter with your line manager, lead clinician or tutor, for whatever reason, please raise the matter with our local Freedom to Speak Up Guardian:

awp.raisingconcerns@nhs.net

This person has been given special responsibility and training in dealing with whistleblowing concerns. They will:

- treat your concern confidentially unless otherwise agreed
- ensure you receive timely support to progress your concern
- escalate to the board any indications that you are being subjected to detriment for raising your concern
- remind the organisation of the need to give you timely feedback on how your concern is being dealt with
- ensure you have access to personal support since raising your concern may be stressful.

If you want to raise the matter in confidence, please say so at the outset so that appropriate arrangements can be made.

11.3 Step three

If these channels have been followed and you still have concerns, or if you feel that the matter is so serious that you cannot discuss it with any of the above, please contact Dominic Hardisty, Chief Executive; Julie Kerry, Nursing and Quality Director; Sarah Constantine, Medical Director; Mathew Page, Chief Operating Officer; Mark Outhwaite, Non-Executive Director.

11.4 Step four

You can raise concerns formally with external bodies

- [British Medical Association](#)
- [Nursing and Midwifery Council](#)
- [Health Professions Council](#)
- [General Medical Council](#)
- [Care Quality Commission](#)

12. Annex B: A vision for raising concerns in the NHS

Source: Sir Robert Francis QC (2015) Freedom to Speak Up: an independent report into creating an open and honest reporting culture in the NHS.



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Version History				
Version	Date	Revision description	Editor	Status
1.0	01 Mar 2004	Version approved by the Board on 2004-03-01	LN	Approved
1.2	15 Dec 2008	Appendix A and B Re-provided	CS	Approved
2.0	06 July 2010	Approved at Q&HGC for 3 years	CS	Approved
2.1	18 Aug 2010	Development to text in line with advice of Q&HGC on 2010-07-06.	CS	Approved
2.2	26 Jan 2011	CNST administrative amendments approved by Quality & Healthcare Governance on 18.01.11 with no change in review date	TW	Approved
2.3	14 June 2011	Removal of Appendix C by request of Modernisation Workforce Management Group on 13.06.12 with no change in review date	TW	Approved
2.4	21 Sept 2012	Amendments agreed by ESEC on 21 September 2012 with no change in review date of 2013-07-06	TW	Approved
2.5	28 February 2013	Administrative change – Name change in Appendix A	TW	Approved
3.0	12 July 2013	3 year review of policy considered and revisions agreed at GNG on 28 May 2013. Policy agreed by ESEC on 12 July 2013.	TW	Approved
3.1	12 July 2013	Administrative updates to include additional definitions and links.	SM	Approved
3.2	29 December 2014	Responsibilities of SID reviewed and policy updated in line with best practice advice	ER	Draft
3.3	28 January 2015	Representatives from trade unions formally recognised by the Trust and management representatives have agreed this policy. Management as part of the review will provide meaningful statistics.	SM	Draft
3.4	23 February 2015	Revised to respond to comments made by GNG	HD	Draft
3.5	18 June 2015	Further revisions in response to GNG comments and consideration of Freedom to Speak Up review.	HD	Draft
3.6	24 November 2015	Returned to GNG for review of amendments.	HD	Draft
3.7	December 2015	Reviewed by GNG. Final amendment to add whistleblowing email address to Appendix A.	HD	Draft
4.0	February 2016	Approved by Audit and Risk Committee	HD	Approved
4.1	May 2016	Reference to senior independent director amended to whistleblowing lead on instruction from company secretary	ER	Approved
4.2	September 2016	Updated committees in section 9		

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5	December 2017	Revised document	SK	Approved
5.1	June 2018	Policy review Admin changes	SK	Approved
5.2	Jan 2019	Admin amendment to email address	JW	Approved
5.3	Oct 2019	Name and email address changes	RR	Approved