# NHS Golden Jubilee

### **Meeting: NHS Golden Jubilee Board**

### **Meeting date: 25 May 2023**

### **Title:** Whistleblowing Annual Report incl. Quarter 4, January to March 2023

### **Responsible Executive/Non-Executive: Anne Marie Cavanagh, Director of Nursing**

### **Report Author: Nicki Hamer, Head of Corporate Governance and Board Secretary**

## 1 Purpose

### This is presented to NHS Golden Jubilee Board for:

### Discussion

### Decision

### This report relates to a:

* Government policy/directive

### This aligns to the following NHS Scotland quality ambition(s):

* Safe
* Effective
* Person Centred

## 2 Report summary

## 2.1 Situation

The National Whistleblowing Standards were launched on 1 April 2021 and a significant amount of work was and continues to be undertaken to ensure that the standards are implemented across the organisation.

This paper is provided as an annual update on the Whistleblowing activity, including Quarter 4 (January to March 2023).

## 2.2 Background

The National Whistleblowing Standards set out how the Independent National Whistleblowing Officer (INWO) expects all NHS Boards to manage, record and report whistleblowing concerns. The Standards also require that Boards publish an annual report setting out performance in handling whistleblowing concerns. The annual report will summarise and build on the quarterly reports produced by the Board, including performance against the requirements of the Standards, Key Performance Indicators (KPIs), the issues that have been raised and the actions that have been or will be taken to improve services as a result of concerns.

NHS Golden Jubilee’s approach to the implementation of the standards was key to ensuring that staff feel safe, supported and have confidence in the fairness of the processes should they feel they need to raise concerns.

In NHS Golden Jubilee the agreed governance route for reporting on whistleblowing is to Clinical Governance Committee with any staff concerns being shared with Staff Governance and Person Centred Committee and then onward to the Board.

This report provides information in accordance with the requirements of the Standards including information on our performance for 2022/23 and Quarter 4 (January – March 2023).

## 2.3 Assessment

Appendix 1 is the Annual Whistleblowing Report. This report demonstrates our performance in the national key indicators as required by the INWO. Over time, this approach will illustrate trends and more importantly, allow us to evidence necessary improvement and learning in response to the trends and themes demonstrated. The report at Appendix 1 provides performance information on:

 • Whistleblowing concerns raised

 • Learning, changes or improvements to service or procedures

 • Experience of individual raising concern/s

 • Level of staff perceptions, awareness and training

 • Whistleblowing themes, trends and patterns

Monthly reports are produced to monitor completion of the Turas Whistleblowing eLearning modules. Whistleblowing communications continue to be refreshed as a reminder to staff on how to raise a Whistleblowing concern.

The Non-Executive Whistleblowing Champion meets with the Confidential Contacts to ensure any whistleblowing concerns are signposted as a support to staff.

### 2.3.1 Workforce

The National Whistleblowing Standards support NHS GJ ambition for an open and transparent organisational culture where staff have the confidence to speak up.

### 2.3.2 Financial

 There is no financial impact.

### 2.3.3 Risk Assessment/Management

If staff do not have confidence in the fairness of the procedures through which their concerns are raised, or do not feel assured that concerns raised will be acted upon, there is a risk that they will not raise valid concerns about quality, safety or malpractice. The opportunity to investigate and address these concerns will have been lost, with potentially adverse impact on quality, safety and effectiveness of services.

### 2.3.4 Equality and Diversity, including health inequalities

There are no specific issues arising from this paper.

### 2.3.5 Other impacts

Best value: Governance and accountability and Performance management.

The delivery of an effective process for whistleblowing concerns will support the Board’s commitment to safe, effective and person-centred care. Effective handling of concerns supports the delivery of the Healthcare Quality Strategy

Compliance with Corporate Objectives - Create compassionate partnerships between patients, their families and those delivering health and care services which respect individual needs and values and result in the people using our services having a positive experience of care to get the outcome they expect.

### Communication, involvement, engagement and consultation

There is no requirement for formal engagement with external stakeholders in relation to the formulation of this paper. There has been wide communication of the National Whistleblowing Standards across the organisation.

## 2.4 Recommendation

NHS Golden Jubilee Board is asked to:

* Discuss and approve the Whistleblowing Annual Report, inclusive of Q4, January to March 2023.

## List of appendices

There is 1 Appendix attached to this report:

Appendix 1, Whistleblowing Annual Report

# Appendix 1 - Whistleblowing Annual Report

**Introduction**

This report provides details of a Whistleblowing concern raised by staff within NHS Golden Jubilee. This report will demonstrate our performance in the national key indicators as required by the INWO and includes key areas of Whistleblowing handling, as well as highlighting outcomes and providing more detail on any Whistleblowing themes. Over time, this approach will illustrate trends in and more importantly, allow us to evidence necessary improvement and learning in response to the trends and themes demonstrated.

**Whistleblowing handling performance**

NHS GJ had received one whistleblowing concern received during 2022/23, concerned with the adequacy of arrangements within NHS Golden Jubilee for the provision of First-Aid to employees, patients and visitors. The Stage 1 outcome was completed with some matters being investigated at Stage 2 with all areas of the complaint being partially upheld (*ref: Whistleblowing Q2 Update presented to Clinical Governance Committee on 12 January 2023*).

The concern raised was recognised as being helpful to safety in the NHS Golden Jubilee and it was reported and discussed at the Clinical Governance Committee, Staff Governance and Person Centred Committee and the Board. The lessons learned have resulted in action being taken on the provision of first aid across the organisation and where possible, without raising confidentiality concerns, this case will be used as an example to help share the experience with managers across the organisation.

**Experience of individuals raising concern/s**

Feedback provided will be reported in future reports, where this can be shared without compromising confidentiality.

**Level of staff perception, awareness and training**

Communication continues to be shared widely across the organisation, via the Senior Leadership Group, for use in team meetings, noticeboards and shared work spaces. For example, in April’s edition of Jubilee Life the new INWO resources and case studies were highlighted in an article.

Whistleblowing continues to be highlighted to new staff as part of the Corporate Induction Programme and to newly appointed managers and leaders during training sessions. Although it is not mandatory for all staff to undertake the eLearning Whistleblowing Turas Module, it continues to remains a priority for all management level staff, supervisors, line managers, those who may receive concerns and those involved in Whistleblowing investigations. To date approximately 26 line managers and senior managers have completed the appropriate Turas modules and there is a continued push to increase that number significantly over the coming months with a target of 150 managers trained

**Whistleblowing themes, trends and patterns**

This section in future annual reports will provide information on themes from Whistleblowing concerns being raised and will aid identification of any improvement priorities and to progress learning in a targeted manner. Due to only receiving one concern, it is not possible to show the themes at this time. Feedback will be provided in future reports.

**Independent National Whistleblowing Officer referrals and investigations**

A clear indicator of the satisfaction of those who raise concerns can be derived from the number of concerns that are escalated to the Independent National Whistleblowing Officer (INWO). At this current time, there have been no referrals to the INWO.

**Governance**

The Whistleblowing Champion has been referenced specifically in the Terms of Reference of the Clinical Governance Committee for 2022/23, reflecting the role that the Committee has in overseeing implementation of the standards within NHSGJ.

The Committee also heard quarterly updates on whistleblowing at the following Committee meetings:

Quarter 1 – 6 June 2022

Quarter 2 – 1 September 2022

Quarter 3 – 13 January 2023; and

Quarter 4 – 11 May 2023

In addition, Whistleblowing features on the work-plan of the Clinical Governance Risk Management Group.

**Conclusion**

It is recognised that this is a learning process and that processes may require to be changed or developed as feedback from updated Whistleblowing processes is received.