# NHS Golden Jubilee

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

### **Meeting date: 12 December 2024**

### **Title:** Whistleblowing Quarter 2 Report

### **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
* Legal Requirement

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

* Safe
* Effective
* Person Centred

## 2 Report summary

## 2.1 Situation

The National Whistleblowing Standards and Once for Scotland Whistleblowing policy 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.

The Board is asked to discuss and approve the report on organisational activity in relation to Whistleblowing Concerns raised in 2024-25 Quarter 2 (1 July to 30 September 2024).

## 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.

## 2.3 Assessment

As no concerns were raised as Whistleblowing in Q2 it is not possible to provide a detailed report.

NHS Golden Jubilee participated in the recent National Speak Up Week held on 30 September 2024 with the theme ‘Enabling Speaking Up’. This was a networking opportunity across NHS Health Boards discussing how ‘speak up’ methodologies could be implemented within organisations. The five main areas were Leadership and Speak Up Culture, Access to the Process, Psychological Safety, Understanding the Experiences of All Involved and Building Trust. We used quotations received from our Executive and Non-Executive cohort to support the process. We also provided a short survey to give staff the opportunity to, anonymously, let us have their view on the Whistleblowing process. A more detailed report on outcomes will be provided within the Quarter 3 Report.

We held our first Whistleblowing Oversight Group which was very positive and allowed preparation for the Speak Up Week. We also agreed a number of steps that will be taken forward over the coming months.

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

A local Equality Impact Assessment (EQIA) for the Standards has been completed. This assesses the impact of the Whistleblowing Standards on staff and those who provide services on behalf of the NHS with protected characteristics.

### 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 GJ Board is asked to:

* Discuss and approve the Whistleblowing Quarter 2 Report.

## List of appendices

There is no appendix with this report.