

Protocol for handling 'NHS Scotland Academy' whistleblowing concerns

What is a whistleblowing concern?

The Scottish Public Sector Ombudsman defines whistleblowing as:

'A concern that relates to speaking up, in the public interest, about an NHS service, where an act or omission has created, or may create, a risk of harm or wrong-doing'.¹

This includes an issue that:

- has happened, is happening or is likely to happen
- affects the public, other staff or the NHS provider (the organisation) itself.

Whistleblowing concerns are distinct from **staff grievances** (made by an individual staff member about their own treatment) and **complaints** from learners, trainers or other service users, which do not have a public interest element.

Who can raise a whistleblowing concern relating to the NHSSA?

Anyone who provides services for or uses services of the NHSSA can raise a whistleblowing concern. This includes current (and former) employees, contractors (including third-sector service providers), volunteers, non-executive directors, and anyone working alongside NHS staff, including the staff of education institutions.

How to raise a whistleblowing concern about the NHSSA

We will provide a facility for whistle-blowing complaints to be received via the NHS Academy website. Individuals may also raise concerns using the processes already in existence within the parent Boards.

What happens when someone raises a whistleblowing concern relating to the NHSSA?

When a NES or NHS GJ employee, contractor or volunteer has a concern relating to the NHSSA that affects the public interest, they should raise their concerns following the procedures laid down by the organisation (NES or NHS GJ) in respect of which they wish to raise a concern.

In NES case they should contact the relevant confidential contact for whistleblowing.

NHS Education for Scotland's confidential contact is Donald Cameron, Director of Planning, Donald.Cameron@nhs.scot

In NHS GJ's case, concerns can be raised by using the procedure noted on the staff intranet.

NHS GJ have a choice of confidential contacts, listed on the staff intranet. These are currently:

Angela McGlade: Senior Healthcare Support Worker, angela.mcglade@goldenjubilee.scot.nhs.uk

Mary McAuley: Cardiovascular Champion Research Support Manager, Mary.McAuley@gjnh.scot.nhs.uk

Jamie McNaught: Occupational Therapy Lead, Jamie.McNaught@gjnh.scot.nhs.uk

Jason Moonesawmy: Out of Hours Co-ordinator / Advanced Nurse Practitioner, jason.moonesawmy@gjnh.scot.nhs.uk

Loraine Lester, Financial Controller, Loraine.Lester@goldenjubilee.scot.nhs.uk

Helen Mackie, Associate Medical Director, helen.mackie@gjnh.scot.nhs.uk

Emily Crompton, Medical Secretary, Emily.Crompton@gjnh.scot.nhs.uk

Recording and reporting whistleblowing concerns relating to the NHSSA

Any whistleblowing concern received from NHSGJ staff or contactors relating to the NHSSA will be processed by NHSGJ staff using the procedure referred to above, including recording on the Datix system.

NES's corporate Complaints team will record and investigate public interest concerns raised by NES staff, contractors or volunteers. The concern will be investigated or otherwise handled by the relevant organisation concerned in accordance with the national NHS Whistleblowing Standards and process.

Following receipt, details of the whistleblowing concern will be reported timeously to the NES or GJH Whistleblowing Champion and the NHSSA Executive Group (subject to confidentiality requirements) as required by the National Standards.

Should a concern be raised via the NHS Scotland Academy website, which is hosted by NHSGJ, the person providing an acknowledgment to the person raising the concern will clarify with which organisation they wish to raise their concern.

NHSGJ and NES will seek guidance from the Independent National Whistleblowing Officer should the need arise.

Approved by the NHSSA Joint Strategic Board 22 February 2022. Date of next review: 21 February 2025.