

TITLE: NHS Lanarkshire Quarter 2 - 2023/24 Whistleblowing Report

SERVICE: Corporate

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1. Definition of whistleblowing

Whistleblowing is defined in the Public Services Reform (the Scottish Public Services Ombudsman) (Healthcare Whistleblowing) Order 2020 as:

when a person who delivers services or used to deliver services on behalf of a health service body, family health service provider or independent provider (as defined in section 23 of the Scottish Public Services Ombudsman Act 2002) raises 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.

2. NHS Lanarkshire performance – quarter two– 2023/2024

No new whistleblowing cases were raised during July, August and September 2023 and one new concern was raised which was deemed appropriate for investigation under local HR policies.

The report at Appendix 1 provides performance information on the following areas which reflect the key performance indicators included in the Standards:

- 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

Procedures for raising concerns should provide good-quality outcomes through a thorough but proportionate investigation. The approach to handling whistleblowing concerns ensures that learning and improvement is progressed for upheld whistleblowing concerns and are shared across all relevant services.

3. List of appendices

- Appendix 1 - Whistleblowing Report for Quarter 2 July – September 2023.

Appendix 1 - Whistleblowing Report - Quarter 2 July – September 2023

1. Key Performance Indicators

1.1 Cumulative total – Whistleblowing Concerns Raised 2023/2024

Quarter	Appropriate for whistleblowing	Stage 1	Stage 2	Outcome	Comments
1	0	0	0	0	0
2	0	0	0	0	0
3	n/a	n/a	n/a	n/a	n/a
4	n/a	n/a	n/a	n/a	n/a
Total	0	0	0	0	0

1.2 Whistleblowing Concerns Received – Q2

The table below shows the total number of concerns received in Q2.

Total no of concerns received	Appropriate for WB	Stage 1	Stage 2	Comments
0	0	0	0	n/a

1.3 Concerns Closed – Q2

The table below provides the number of concerns closed at Stage 1 and Stage 2 of the procedure as a percentage of all concerns closed.

WB concerns Q3	Nos closed	Nos ongoing	% closed against all received
Stage 1	0	0	n/a
Stage 2	0	0	n/a

NB Stage 1 concerns are expected to achieve an early resolution within 5 days, stage 2 concerns are more complex and will require investigation. These should normally be completed within 20 working days.

2. Learning, Changes or Improvements to Service or Procedures

As no concerns were raised during this period there is nothing to report.

3. Experience of Individuals Raising Concern/s

As no concerns were raised during this period there is nothing to report.

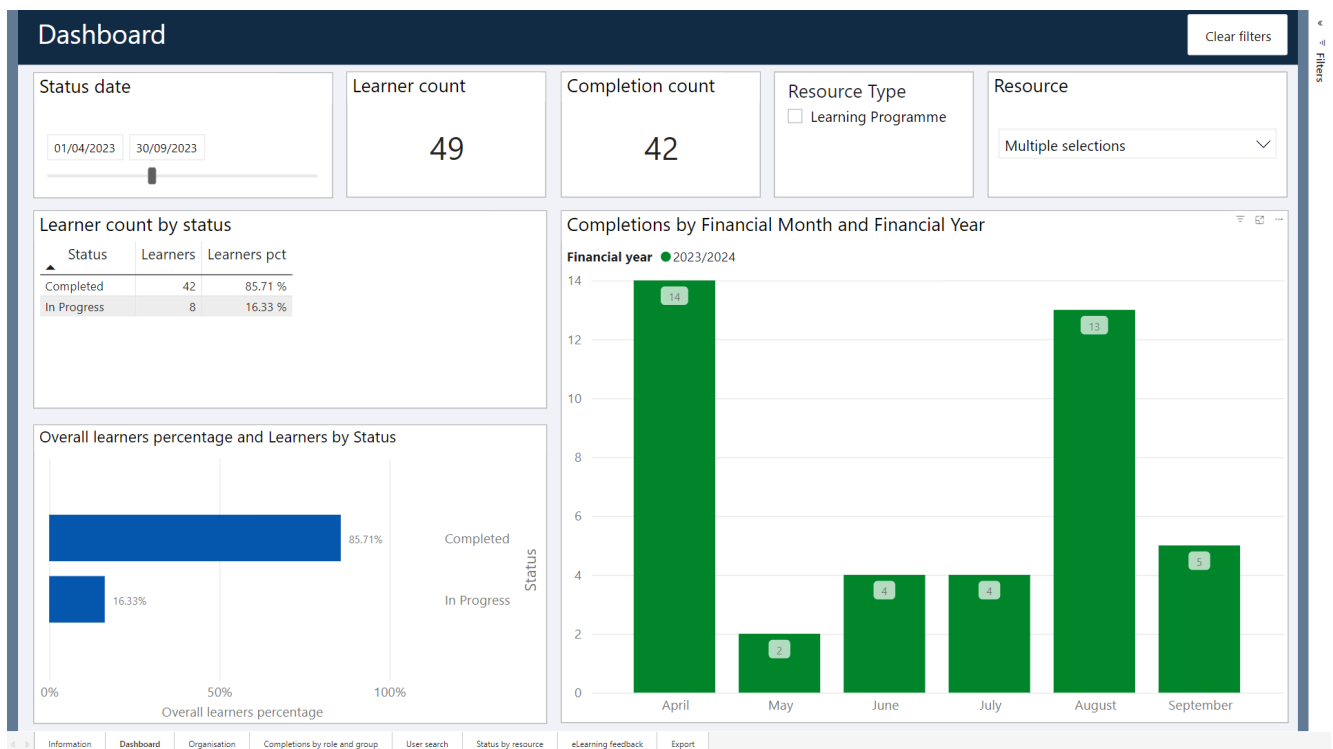
4. Level of Staff Perception, Awareness and Training - Quarter 2

The focus for Q2 was to prepare raising awareness of the Speak Up Week (2 – 6 October 2023), a national series of events, and this was widely supported locally by NHS Lanarkshire through



- Staff briefing item
- Pulse article
- Screensaver for all desktops across NHSL
- Twitter header on NHSL account changed for the week
- Social media throughout the week, sharing national content daily and some of our own, including Abi's video on the role of confidential contacts

Training on the Standards is available through TURAS via three modules (overview, line managers and senior managers) and NES provides monitoring information on the uptake of the training. 21 modules were completed during Quarter 2. We will promote the completion of the appropriate module(s) during the remainder of 2023/24.



5. iMatter

The 2023 iMatter survey added 2 questions into the survey and the results are shown below. These are aggregated to Board level. This is the first year that these questions were included and will provide a benchmark going forward.

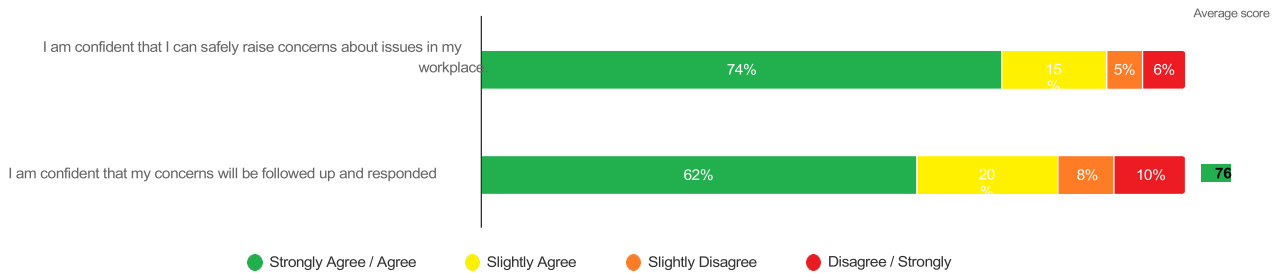
Raising Concerns Report

NHS Lanarkshire (J Gardner SMT)

Total number of respondents: 8134

Thinking of your experience in the last 12 months please tell us if you agree or disagree with the following statements:

Number of respondents: 7978



6. Reporting from Primary Care, Integrated Joint Boards (IJBs) and other Contracted Services – Quarter 2

NHS Boards are responsible for ensuring all primary care, IJBs and other contracted service providers supply the appropriate KPI information to their board as soon as possible after the end of the quarter. In instances where no concerns have been raised within either primary care or other contracted services there is no need to provide a quarterly return to the Board and no concerns from primary care, IJBs or other contracted services were received during Quarter 2.

7. Whistleblowing Themes, Trends and Patterns

This section provides information on themes from whistleblowing concerns and will aid identification of any shared causes and progress learning and improvement in a targeted manner.

The categories/classification for whistleblowing concerns are listed in Part 2 of the Standards and are outlined below for information:

- Patient Safety
- Patient Care
- Poor Practice
- Unsafe Working Conditions
- Fraud
- Changing or Falsifying information on performance
- Breach/Breaking any legal obligation
- Abusing authority
- Concealment of any of the above

As no concerns were raised during the quarter in question there is nothing to report in this section.

8. Independent National Whistleblowing Officer Referrals and Investigations

An 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). There have been no referrals to the INWO during this quarter as a result of concerns raised in NHS Lanarkshire.

9. Summary

This report provides assurance to the Staff Governance Committee that concerns raised through the Whistleblowing Standards are being recorded, investigated and reported in accordance with the requirements outlined in the Standards.

November 2023