

**TITLE: NHS Lanarkshire Quarter 1 - 2023/23 Whistleblowing Report**

**SERVICE: Human Resources**

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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 one – 2023/2024**

No new whistleblowing cases were raised during April, May and June 2023 and no new concerns were raised which were deemed appropriate for investigation under 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 1 – April to June 2023.

## Appendix 1 - Whistleblowing Report - Quarter 1 April to June 2023

### 1. Key Performance Indicators

#### 1.1 Cumulative total – Whistleblowing Concerns Raised 2022/23

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

#### 1.2 Whistleblowing Concerns Received – Q1

The table below shows the total number of concerns received in Q1.

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

#### 1.3 Concerns Closed – Q1

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.

### 3. Learning, Changes or Improvements to Service or Procedures

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

### 4. Experience of Individuals Raising Concern/s

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

### 5. Level of Staff Perception, Awareness and Training - Quarter 1

Weekly reminders regarding whistleblowing continued to appear in the staff briefing during this period and the bi-annual network for confidential contacts met in May.

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.

## **6. Reporting from Primary Care, Integrated Joint Boards (IJBs) and other Contracted Services – Quarter 1**

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 1.

## **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 Board that concerns raised through the Whistleblowing Standards are being recorded, investigated and reported in accordance with the requirements outlined in the Standards.

PC  
17 October 2023