

## **Whistleblowing Process – Information for Operational Managers and Investigators**

The below information outlines the different types of investigation that can fall under the whistleblowing process. It would be important to highlight that any immediate areas of risk to patient safety/services and or staff will be escalated to the Deputy Chief Executive, the Medical Director and Nurse Director.

### **Business as usual:**

- Concerns raised with line management locally
- Triage process followed and any above 'low risk' to be escalated via Corporate Services Manager – Governance (CSMG)
- Concerns addressed via line management, with little to no involvement of CSMG
- Concerns and outcome should be shared with CSMG to log and close on Datix for reporting purposes

### **Stage 1**

- Telephone call to 0141 211 3712 or email received to [ggc.whistleblowing@ggc.scot.nhs.uk](mailto:ggc.whistleblowing@ggc.scot.nhs.uk)
- CSMG reviews, establishes concerns are 'high level' and requires little to no investigation and triages as Stage 1 (refer to triage process below)
- CSMG anonymises concerns and sends points of concern to service manager and Director requesting comments
- CSMG collates comments and responds to whistleblower via email

### **Stage 2**

- Telephone call to 0141 211 3712 or email received to [ggc.whistleblowing@ggc.scot.nhs.uk](mailto:ggc.whistleblowing@ggc.scot.nhs.uk)
- CSMG reviews and triages case as complex as Stage 2 (refer to triage process below)
- CSMG commissions a Corporate Director to lead investigation
- CSMG facilitates investigation through arranging meetings with affected staff, management team and sourcing evidence
- CSMG issues report to whistleblower, and anonymised report to service
- Offer of facilitated meeting between whistleblower and management regarding the outcome report
- CSMG follows up recommendations with service until complete

### **Anonymous Concerns**

- *It is important to reflect that the information contained within anonymous concerns is variable, can hold minimal information and may combine multiple processes. This will make the Standards difficult to apply. All colleagues should be encouraged to raise concerns via management or the whistleblowing inbox with assurances of the protection in place.*
- Concerns received via letter or email with no point of contact
- The Standards are applied (Stage 1/2), where possible

- If there is insufficient detail to commission a Stage 1 or 2 investigation, the concerns will be forwarded to the Director/Chief Officer responsible for the area for awareness and to commission a local investigation

### **Stage 3**

- Whistleblowers have the option to escalate their concerns to the Independent National Whistleblower should they be unhappy with the outcome of the investigation
- Full details of the investigation are shared with the INWO via the CSMG, including notes from meetings and evidence from service
- INWO considers the detail of the concern against the evidence supplied
- INWO advises the Health Board of decision on whether to uphold or not uphold whistleblower's concern along with deadlines for recommendations to be applied
- All Stage 3 outcomes are published on the INWO Website which is also linked via NHSGGC website

### **The Triage Process**

The following information can be used to assist with triaging concerns raised; however, it is recognised that cases can be extremely complex and combine more than one process. Advice can be sought from the CSMG or Director of Corporate Services and Governance.

Category	Description
Low	Usually regarding a small number of points of concerns, and likely to be able to respond without the need for detailed investigation. Issues raised do not appear to represent risk to patient safety or care. Limited scope for learning / service improvement.
Medium	Service or experience below reasonable expectations in several ways, but not necessarily causing lasting problems, or problems related to patient safety or care. Requires investigation to ensure all points made are addressed. May have potential for learning / service improvement if issue found to be upheld and not addressed.
High	Significant issues of standards, quality and / or safeguarding of, or denial of, rights. Likely to have had an impact on patient safety and/or care. Requires detailed investigation to be able to address all points made. Likely to have potential for learning / service improvement if issue found to be upheld and not addressed.

### **Key contacts**

Kim Donald – CSMG – t: 0141 211 3712 e: [kim.donald@nhs.scot](mailto:kim.donald@nhs.scot)

Elaine Vanhegan – Director of Corporate Services and Governance – t: 0141 201 4607 e: [elaine.vanhegan@nhs.scot](mailto:elaine.vanhegan@nhs.scot)

Brian Auld – Whistleblowing Champion – e: [brian.auld@nhs.scot](mailto:brian.auld@nhs.scot)

Confidential Contacts – e: [ggc.confidential.contacts@nhs.scot](mailto:ggc.confidential.contacts@nhs.scot)