

BOARD OF DIRECTORS Report

Subject: Raising Concerns - Whistleblowing Report
Date: Thursday 27th March 2014
Author: Kate Lorenti – Deputy Director Human Resources
Lead Director: Karen Fisher – Executive Director of Human Resources

Executive Summary

The Board of Directors agreed a new Raising Concerns - Whistleblowing Policy in December 2013. Designated Officers have been briefed on their roles and aspects of raising concerns via a briefing with Public Concern at Work.

Work is progressing to establish an extensive Communications Plan/Intranet Site and a robust monitoring mechanism for concerns raised.

Recommendation

The Board of Directors are asked to note the content of the Raising Concerns Whistleblowing Policy Report.

Relevant Strategic Objectives (please mark in bold)

Achieve the best patient experience	Achieve financial sustainability
Improve patient safety and provide high quality care	Build successful relationships with external organisations and regulators.
Attract, develop and motivate effective teams	

Links to the BAF and Corporate Risk Register	No impact
Details of additional risks associated with this paper <i>(may include CQC Essential Standards, NHSLA, NHS Constitution)</i>	CQC
Links to NHS Constitution	NHS pledges to patient/service users and staff
Financial Implications/Impact	No impact
Legal Implications/Impact	Potential legal implications if we do not have appropriate processes in place.
Partnership working & Public Engagement Implications/Impact	

Committees/groups where this item has been presented before	
Monitoring and Review	Through the OD and Workforce Committee
Is a QIA required/been completed? If yes provide brief details	No

Sherwood Forest Hospitals NHS Trust

Board of Directors

Raising Concerns - Whistleblowing Report – March 2014

Purpose:

The purpose of this report is to:

- Provide an update to the Board of Directors on the Trust's new Raising Concerns - Whistleblowing Policy.
- Detail communication plans for the launch of the Policy.
- Detail future reporting arrangements to the Board.

Background:

The Keogh review in June 2013 raised concern about the Trust's Whistleblowing Policy. The Trust made the amendments to the policy as requested but having considered the content of the Policy a fundamental review took place in conjunction with Public Concern at Work. The new Raising Concerns - Whistleblowing Policy was approved by the Board in December 2013.

The Policy is now available for staff to use and is on the intranet. In order to ensure staff are aware of how to raise concerns an extensive launch is planned.

Communication of the Policy

The new Raising Concerns - Whistleblowing Policy will be communicated as part of the Quality for All launch. The values of the Policy and Quality for All complement each other and support the Trust values and behaviour framework. It is important that we communicate the policy in a way which encourages staff to raise their concerns in a supportive manner.

Reference to the policy will be made at induction and via contract packs.

A Raising Concerns Whistleblowing website is under development, which will contain information on Raising Your Concerns and the documentation necessary to do so reinforcing the Trusts commitment to supporting staff to do this. Staff will be encouraged to raise concerns at a local level and escalate if they feel that the concerns have not been dealt with appropriately. A Raising Your Concerns email address will be set up where staff can directly email the Director of Human Resources with their concerns. Concerns raised via this route may be anonymous if preferred.

An on- going communications plan is being developed, thus ensuring a high profile on this issue is maintained.

Training:

Training of staff that are identified in the policy as a contact for reporting a concern took place in February 2014 and was provided by Public Concern at Work. This event was well received by those present and greatly assisted in the development of their understanding in relation to raising concerns. This training will be cascaded into the wider organisation via internal training programmes commencing in April 2014.

Reporting:

Public concern at Work provide a confidential helpline for the Trust staff to report concerns and provide advice as to next steps and support to staff who wish to raise a concern. They will provide the Trust with an annual report of the number of concerns raised and the nature of these concerns where able to do so. It must be recognised that the Public Concern at Work helpline is a confidential helpline and as such the Trust will only receive information on contacts if staff “self declare” they are from the Trust.

The Director of Human Resources currently collates concerns raised by staff within a monthly confidential casework report. It is recognised that there are other routes in which concerns can be raised, eg. to professional bodies. Therefore the Director of Human Resources will utilise contacts made to “designated officers”, the Intranet site and all other mechanisms to capture data to provide a monthly update on concerns raised. A detailed report will be provided to the Board of Directors annually.

Summary:

The Board of Directors are asked to note the content of the paper.