

Primary Care Support and Development



All GP Practices in NHSGGC

JB Russell House, Ground Floor
Gartnavel Campus
1055 Great Western Road
Glasgow
G12 0XH

Date: 02 December 2021
Direct Line: 0141 211 3944

Dear Colleagues

THE NATIONAL WHISTLEBLOWING STANDARDS AND REQUIREMENT TO PROVIDE QUARTERLY INFORMATION TO THE NHS BOARD

Firstly I would like to thank you for your continuing support of the Complaints Survey and also thank those who have returned the Whistleblowing Survey for the last two quarters.

We have received some feedback that I would like to share with you. From the Quarter 2 survey a significant number of practices have reported that they have not yet started raising staff awareness of Whistleblowing, or carried out any training. To assist you with this the Independent National Whistleblowing Officer (INWO) has produced two eLearning modules:

- Whistleblowing: staff needing an overview
- Whistleblowing: managers and people who receive concerns

These can both be found on the Turas Website at <https://learn.nes.nhs.scot/40284/national-whistleblowing-standards-training>, where you will also be able to sign up for your free Turas account, if you don't yet have one. All practice team members should complete the first module, and those in the Practice Team responsible for dealing with any concerns raised should complete both.

As part of Whistleblowing, Practices should foster environments where people are actively encouraged to raise concerns and feel safe doing so. Practice staff should be made aware of the processes in Section 2 of the NHSGGC User's Guide for the National Whistleblowing Standards, which encourages dealing with concerns at a local level, but has processes for when a staff member doesn't feel comfortable raising a particular concern in the practice, or feels that their concern

has not been dealt with properly. Particularly staff should be made aware of the contact details for the NHSGGC process:

- Email: whistleblowing@ggc.scot.nhs.uk
- Address: Whistleblowing, JB Russell House, Board Headquarters, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow, G12 0XH
- Phone: 0141 201 4477

Please note that some concerns may be taken forward through existing processes, e.g. HR issues wouldn't be for Whistleblowing.

Finally, thank you again for your support for the Complaints Survey, response to which remains at a high level. Can I ask you to provide similar support for the Whistleblowing Survey, which is linked to the Complaints Survey? When you submit the Complaints Survey the Whistleblowing Survey will open. If no concerns have been raised during the relevant quarter we simply need you to identify whether you are a GP or Optometric Practice, enter your Practice Number/Payment Location Code, enter a comment on the level of staff awareness, perception and training around Whistleblowing, and tick No at question 4. The Quarter 3 Complaints and Whistleblowing Surveys will be emailed to your Practice admin accounts at 12:00 noon on Friday 24th December to be returned by Friday 21st January.

If you have any questions about the above please contact Ian Mackie at ian.mackie@ggc.scot.nhs.uk, or by phone at (0141) 201 4718.

LORNA KELLY
INTERIM DIRECTOR OF PRIMARY CARE