

Thames hospice

Policy and Procedure:

RAISING CONCERNS / WHISTLEBLOWING

Date	Author/ Reviewer	Approved by	Doc name	Comment	Responsible Committee	Next Review
August 2019	Juliana Luxton	SMT and HR Committee	HR-P-0002	<u>August 2019</u> Added Trustees to individuals who can be contacted.	HR Committee	July 2021
July 2019	Jackie Geeson and Juliana Luxton			<u>July 2019</u> Policy reviewed and updated.		
Dec 2018	Jackie Geeson and Juliana Luxton			<u>December 2018</u> Policy renamed (Was previously Whistleblowing Policy). Policy completely reviewed and updated to take account of Freedom to Speak Up Guardian role at Thames Hospice. Policy now refers to 'staff and volunteers' throughout. Appendices added.		
Nov 2017	Jackie Geeson			<u>November 2017</u> Section 5.3.2 updated. Section 6 updated.		
Jan 2017	Jackie Geeson			<u>January 2017</u> Minor changes to format only		
Jan 2015				<u>January 2015</u> Reviewed and updated		
October 2010	Kathryn Hathaway			<u>October 2010</u> New Policy		

Policy Summary

This document sets out our procedure in relation to ensuring staff and volunteers at Thames Hospice are confident to raise any matters of genuine concern without fear of reprisal and in the knowledge that they will be taken seriously and matters investigated appropriately.

Key Points

Thames Hospice encourages staff and volunteers to report concerns or issues that could harm:

- **The people we help**
- **Our staff and volunteers**
- **The services we provide**
- **Our assets**
- **Our reputation**

Thames Hospice has undertaken to encourage and support everyone working in Thames Hospice to raise any concerns about risks, malpractice or wrongdoing affecting patients, the public, staff or the Hospice. It is important to raise your concern at the earliest opportunity.

Concerns will be dealt with in an open, honest, non-judgmental and blame free manner and support will be offered to those raising concerns.

Confidentiality requests will be respected.

Where appropriate, the results of any investigation or resulting action will be shared, and the learning disseminated within the Hospice

There will be no retaliation for those raising a concern that is genuinely held.

Advice about raising concerns can be sought from the Freedom To Speak Up Guardian, or from the whistleblowing charity Protect.

Concerns can be raised externally but we encourage staff to explore internal options first.

Purpose of Policy

- 1.1 Thames Hospice is committed to good governance and encourages a culture of integrity, honesty and openness in which staff and volunteers understand their responsibilities and management can demonstrate their accountability.
- 1.2 The aim of this policy and its associated procedures is to ensure that staff and volunteers are confident they can raise any matters of genuine concern without fear of reprisal, in the knowledge that they will be taken seriously and that a proper and independent investigation will be undertaken.

At Thames Hospice 'raising a concern' is the terminology that we generally use. You may also know of, or use, the term 'Whistleblowing'.

- 1.3 We encourage staff and volunteers to raise their concerns under this policy in the first instance.
- 1.4 Staff and volunteers raising a genuine concern will not suffer a detriment or any form of retribution.
- 1.5 At Thames Hospice we understand that people raise a genuine concern in good faith. If you have any genuine concerns related to suspected wrongdoing or danger affecting any of our activities you should report it under this policy.
- 1.6 If a member of staff or volunteer is in any doubt as to the ethics or legality of an activity, they are encouraged to discuss their concerns as soon as possible with their line manager.
- 1.7 Other members of staff that you can speak to (see Appendix A):
 - The Thames Hospice Freedom to Speak Up Guardian.
(Who is also the designated Thames Hospice Whistleblowing Officer).
 - The HR Director.
 - The CEO.

You can also raise concerns to a Thames Hospice Trustee.

2 Who does this Policy apply to?

- 2.1 This policy applies to all individuals working at all levels of the organisation, including Directors, senior managers, employees, consultants, contractors, casual workers, agency staff and volunteers.
- 2.2 This policy does not form part of any employee's contract of employment and may be changed at any time.

3 What this Policy Includes:

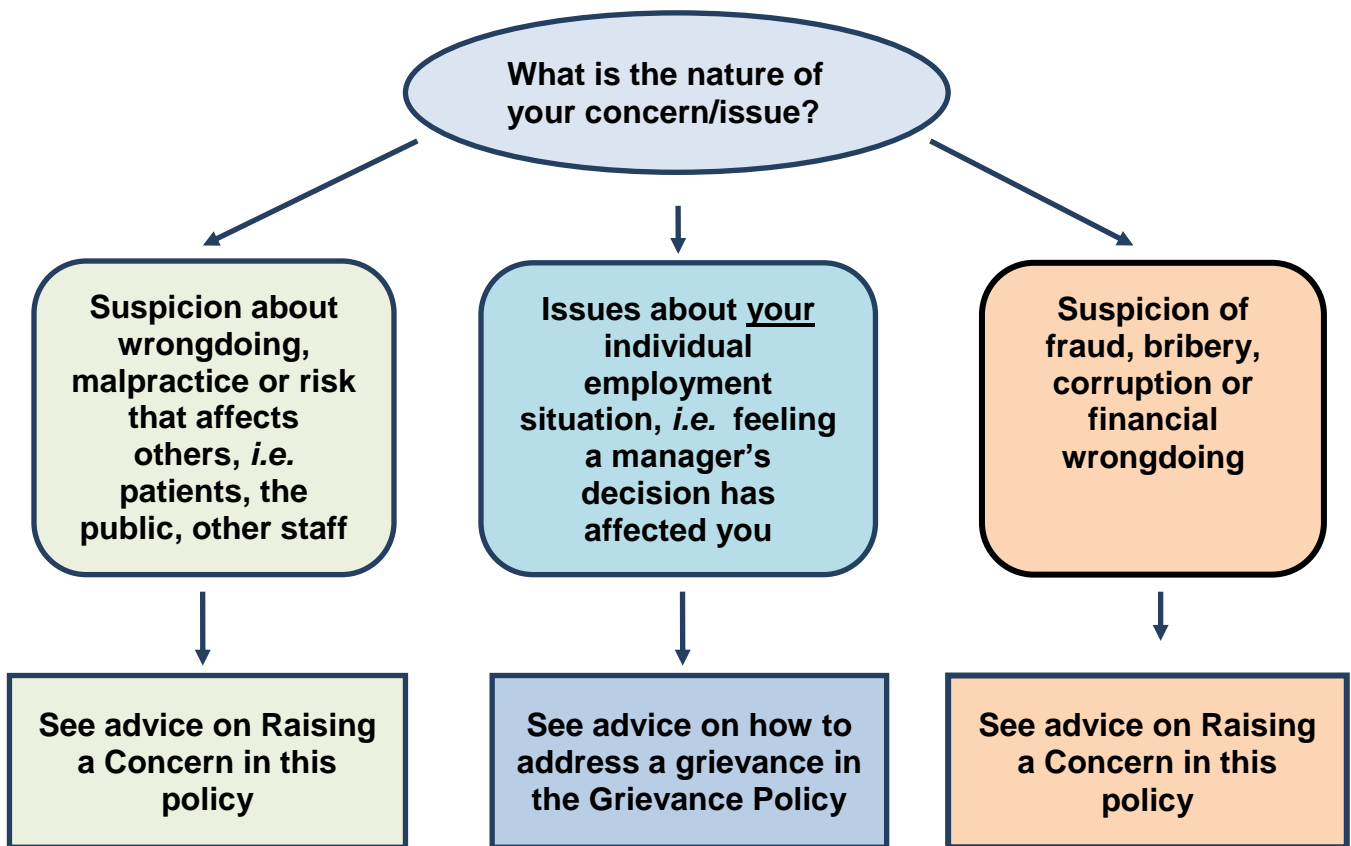
3.1 This policy covers the reporting or disclosure of information, which a member of staff or volunteer raises, which shows one or more of the following matters is either happening now, took place in the past, or is likely to happen in the future:

- A criminal offence.
- The breach of a legal obligation.
- A miscarriage of justice.
- A danger to the health or safety of any individual.
- Damage to the environment.
- Bribery.
- Deliberate covering up of information tending to show any of the above.

3.2 This policy and procedure might be used, for example, to report:

- The physical or emotional abuse of patients.
- Unsafe patient care/clinical practice.
- Medical/clinical negligence.
- Breach of organisational or statutory codes of practice.
- Financial crime such as fraud, theft, money-laundering, deception, etc.
- Abuse of position or business contacts for personal gain.
- Misuse of Thames Hospice property for personal use.
- Unauthorised use of Hospice funds.
- Harassment, bullying or intimidation of a colleague.
- Bullying culture, (across a team or organisation, rather than individual).
- Disclosure of Thames Hospice information or data to unauthorised individuals.
- Concerns regarding Thames Hospice's fundraising practice.
- Inadequate induction or training for staff.
- Threats to individuals' health and safety.
- Inadequate response to a reported safety incident.

3.3 Any attempt to cover up an act or omission in relation to the above.



4 What this Policy Does Not Include

4.1 This policy typically does not cover personal concerns regarding terms and conditions of employment, which should be addressed using the Grievance Procedure.

4.2 However, where someone genuinely fears reprisals in response to raising a grievance about one of the matters outlined above, this Policy may be an appropriate alternative.

4.3 If you are uncertain whether something is in the scope of this policy you should seek advice from the CEO, the Director of Human Resources or the Freedom To Speak Up Guardian. Their contact details are at the end of this policy in Appendix A.

5 Relevant Legislation

5.1 The Public Interest Disclosure Act 1998 provides protection for people who raise legitimate concerns about specified matters. These disclosures must be made in good faith by an individual who has a reasonable belief that one of the following is being, has been or is likely to be committed or concealed:

- A criminal offence, including safeguarding concerns.
 - A miscarriage of justice.
 - An act creating risk to health and safety.
 - An act causing damage to the environment.
 - A breach of any other legal obligation.
- ...or concealment of any of the above.
- 5.2 It is not necessary for the person to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient. The person has no responsibility for investigating the matter - it is the organisation's responsibility to ensure that an investigation takes place.
- 5.3 Someone who makes a disclosure has the right not to be dismissed, subjected to any other detriment, or victimised, because he/she has made a disclosure unless it is found that the disclosure has been made maliciously.

6 Definitions

- 6.1 Raising Concerns: The process of alerting others to possible risks, malpractice or wrongdoing affecting patients, the public, staff or the Hospice. **This is also sometimes referred to as whistleblowing or speaking up.**
- 6.2 Freedom to Speak Up: Providing a framework to encourage people to raise a concern with confidence, understand the process and ensure the concern is managed in a proportionate, fair, open, honest and blame free manner.
- 6.3 Freedom To Speak Up Guardian: The individual appointed by Thames Hospice to ensure that concerns raised are investigated according to the Hospice's policy and to provide feedback and support to those raising concerns.
- 6.3.1 The Freedom To Speak Up Guardian is an independent, senior member of staff with overall responsibility for this policy (see Appendices A & B).
- 6.3.2 The Freedom To Speak Up Guardian has been trained in how to receive concerns and will give you information about where you can go for more support.
- 6.3.3 At Thames Hospice, the Freedom To Speak Up Guardian is the Head of Governance and Quality.**
- 6.4 Designated Whistleblowing Officer: Another term that you may hear used. At Thames Hospice the responsibilities are the same as for the Freedom To Speak Up Guardian.

7 Responsibilities

7.1 The Freedom to Speak Up Guardian

This is the Head of Governance and Quality, and with support from the Director of Human Resources and the CEO, the Freedom To Speak Up Guardian is responsible for the implementation of this policy and for reporting relevant information to the Board via the HR Committee.

7.2 Managers are expected to take decisions, using their own judgment and acting reasonably and fairly, in order to resolve issues promptly and constructively.

7.3 The responsibilities of staff and volunteers are

- To promote the values of openness and integrity and to support others to do the same.
- To ensure due care is taken of Hospice property and data.
- To report matters of concern promptly and appropriately.
- To co-operate with investigations.
- Not to victimise or intimidate colleagues who make allegations.

7.4 HR Committee - Undertakes a high-level monitoring role on behalf of the Board. To ensure the policy is appropriately implemented, and to report and escalate significant matters as necessary including reporting the matter to any appropriate government department or regulatory agency.

7.5 Human Resources department:

- To advise on the application of this policy to individual situations.
- To provide communication and training to reinforce this policy.
- To support the Freedom To Speak Up Guardian in instigating appropriate investigations.
- To assist in dealing with the outcome of investigations including, for example, training, communication, disciplinary action, etc.

8 Guiding Principles

8.1 Thames Hospice will support people who raise a concern and protect them from reprisals or victimisation. If a member of staff or a volunteer comes forward with a concern that is genuinely held, it will not adversely affect their job security, position or career. This approach will also apply if a concern is raised in good faith which later turns out not to have been justified.

8.2 Confidentiality will be respected where possible in all cases.

- 8.3 Thames Hospice will be fair to all parties involved and investigate carefully and thoroughly both sides of the issue.
- 8.4 If an employee or volunteer tries to discourage a member of staff or volunteer from coming forward to express a legitimate concern of a level of gravity that makes it suitable for whistleblowing, this may be treated as a disciplinary offence. Anyone who criticises or victimises a member of staff or volunteer after voicing a legitimate concern may be treated as committing a disciplinary offence.
- 8.5 Persons who deliberately abuse this process by raising allegations that they know are untrue may be subject to disciplinary action.
- 8.6 Members of staff or volunteers must raise concerns with their Line Manager, the CEO, the Director of Human Resources or the Freedom To Speak Up Guardian if they consider the interests of a patient / client are being damaged, and/or are aware of unlawful conduct or financial malpractice.

9 What Will Thames Hospice Do?

- 9.1 Thames Hospice will take your concern seriously and investigate in a fair, non-judgemental, independent and blame free manner. Individuals addressing concerns will receive appropriate training.
- 9.2 Thames Hospice will provide support to those raising concerns via our Freedom To Speak Up Guardian.
- 9.3 The initial investigation will depend on the nature of the concern. Some concerns can be dealt with quickly within the local team but more complex or serious concerns may need independent/external review.
- 9.4 Thames Hospice will produce a report that focuses on identifying the issues and how to rectify them and will act on the findings of the investigation and learn lessons.
- 9.5 Thames Hospice will feedback to the person raising the concern to keep them informed of the progress and subsequent outcome of any investigation.
- 9.6 Anyone found to have knowingly raised a malicious and untrue concern will be subject to disciplinary action.

10 Advice and Support

10.1 We recognise that raising a concern can be a difficult experience, if you are unsure or worried about raising a concern, you can seek advice from the following sources.

- THAMES HOSPICE - How to raise a concern – the Freedom To Speak Up Guardian, can advise you on the process of raising a concern.
- INDEPENDENT ADVICE - You can seek independent advice from the National Whistleblowing Helpline, Protect, your professional body or Trade Union. Protect can provide a confidential route to raise or discuss you concern with us, if you wish.
- LOCAL SUPPORT - Local support can involve your professional body, a trade union or a colleague who may accompany you to meetings, if you wish.

11 What Will We learn from Your Concern?

11.1 The focus of any investigation in to a concern that is raised will be on improving the care Thames Hospice provide for patients, their loved ones and staff and ensuring Thames Hospice has safety as a priority.

11.2 Where improvements that can be made are identified, Thames Hospice will track them to make sure necessary changes are carried through and work effectively. Lessons will be shared with teams within the organisation or more widely, via staff briefings, Hospice communications, etc.

12 Related Policies and Procedures

12.1 Bullying and Harassment Policy.

12.2 Grievance Policy.

12.3 Health and Safety Policy.

12.4 Complaints Policy.

13 Board Oversight and Review

13.1 The Board will be given high level information about all concerns raised by staff through this policy and what actions are being taken to address any problems.

13.2 Thames Hospice will review the effectiveness of this policy and local processes on an annual basis by monitoring the number and nature of concerns raised, including Raising Concerns in our Staff Surveys and reporting on the outcomes from investigations into concerns.

14 Raising Awareness / Implementation / Training

14.1 The policy will be highlighted by articles in Hospice Talk concerning the appointment of the Freedom To Speak Up Guardian and at the launch of the policy.

14.2 There will be regular communication via 'Hospice Talk', and posters.

14.3 The policy will be incorporated into staff induction.

14.4 Actions and learning following a concern raised will be communicated to relevant staff (respecting confidentiality) and success will be celebrated.

14.5 The Freedom to Speak Up Guardian will undertake training. The training will include how to effectively encourage and support staff, the legal aspects of raising a concern (public interest disclosure act 1998) as well as understanding HR issues, the policy, principles and mechanisms used for raising and addressing concerns.

14.6 Training will demonstrate best practice in investigating a concern and supporting the individual raising the concern through the process. It will highlight the importance of being fair, honest, non-judgemental and constructive and of reaching a solution that is implemented and shared with the person raising the concern and the wider hospice if appropriate.

14.7 The FTSUG and other members of staff, as appropriate, will be trained in investigating issues, and may contribute to following up concerns raised.

15 Monitoring Compliance

15.1 Compliance will be monitored via the staff survey to ensure improvement around understanding and experience of the process of raising concerns.

15.2 The process will be documented to allow regular audit to gauge compliance with the processes (timing, support, feedback, resolution, and dissemination of learning) and to look at themes and trends.

15.3 Freedom to Speak Up reports will be made to the Board of Trustees twice a year as a board agenda item. The HR committee will receive summaries of reports.

15.4 Those raising concerns may be asked to feed back about their experience. This will be by use of an anonymous feedback questionnaire.

16 Breach of Policy

16.1 Any deviation in practice from the above policy and procedure will be deemed a breach of policy.

16.2 Any breach of this policy by Thames Hospice employees may lead to formal disciplinary action.

16.3 Any breach of this policy by Thames Hospice volunteers may lead to formal action under the Problem Solving Policy and Procedure.

RAISING A CONCERN / WHISTLEBLOWING PROCEDURES

How should I report my concern?

- **The easiest way to raise your concern would be to raise it with your line manager.**
- If raising it with your line manager does not resolve matters, or you do not feel able to raise it with them, you can contact the Freedom To Speak Up Guardian or the Director of Human Resources or the Chief Executive (See Appendix A).
- You can raise your concern verbally in person, by phone or in writing by letter, e-mail.
- You need to be ready to explain as fully as you can the information and circumstances that gave rise to your concern. Try to be specific about dates and times, what happened and who was involved and whether there were any witnesses.
- Managers who receive a concern and have addressed this should record this on Sentinel and inform the Freedom To Speak Up Guardian of the nature of the concern and how it was resolved, so that this can be reported to the Board.
- If for any reason you do not feel comfortable raising your concern internally, you can raise concerns with external bodies.

What Happens Next?

1. Your line manager, (or if you have not spoken to them the Freedom To Speak Up Guardian, Director of Human Resources or Chief Executive) will respond within five days, providing formal written confirmation of the nature of the disclosure and acknowledging receipt of it.
2. We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a workplace colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.
3. We will take down a written summary of your concern and provide you with a copy after the meeting. We will also aim to give you an indication of how we propose to deal with the matter.

4. We hope that staff will feel able to voice concerns openly under this policy. However if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.
5. We do not encourage staff to make disclosures anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you.
6. It is also more difficult to establish whether any allegations are credible and have been made in good faith. People who raise a concern who are concerned about possible reprisals if their identity is revealed should come forward to their manager, the Director of Human Resources or the Freedom To Speak Up Guardian and appropriate measures can then be taken to preserve confidentiality.
7. If you are in any doubt you can seek advice from Protect, the independent whistleblowing charity, who offer a confidential helpline. Their contact details are at the end of this policy.
8. Protection against recrimination for staff worried about disclosing their identity is discussed later in the section entitled *Feel Safe to raise your concern*.

External Disclosure / Raising your concern with an outside body

1. The aim of this procedure is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.
2. Thames Hospice hopes that you would feel comfortable with raising your concerns internally. However, we recognise that there may be circumstances where you can report a concern to an outside body.
3. The matter may be of an exceptionally serious nature that it warrants being raised externally, prior to the opportunity for any internal consideration. You may have raised the concern with Thames Hospice and are not satisfied that the matter has been properly dealt with.
4. You may also be worried about raising the concern internally.
5. The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator.
6. **We strongly encourage you to seek advice before reporting a concern to anyone external.**

7. See Appendix D for more information on raising a concern with an outside body. Please consider speaking to the Thames Hospice Freedom To Speak Up Guardian beforehand.
8. The independent whistleblowing charity, Protect, operates a confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Their contact details are at the end of this policy.
9. Regardless of the process chosen, the employee must act in good faith and must not act for personal gain.
10. For Fundraising Issues: An individual member of staff can escalate concerns about our fundraising practice to the Fundraising Regulator in the event that internal consideration is not possible. Contact the Fundraising regulator on 0300 999 3407, or by email: enquiries@fundraisingregulator.org.uk

Feel safe to raise your concern

1. When raising a genuine concern under this procedure, you will not be at risk of retaliation or losing your job, nor should you suffer any form of reprisal as a result.
2. Thames Hospice will not tolerate harassment or victimisation of anyone raising a concern and would act on any attempt to bully you into not raising your concern. Such behaviour is a breach of our values and, if upheld after investigation, would result in disciplinary action.
3. Staff who raise genuinely-held concerns in good faith under this policy will not be dismissed or subjected to any detriment as a result of doing so. This includes where the allegations are not confirmed by subsequent investigation. (Detriment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern).
4. It does not matter if it later transpires that you were mistaken or if there is an innocent explanation. All that matters is that you believed the concern at the time.
5. It is understandable that people who raise a concern are sometimes worried about possible repercussions. We aim to encourage openness and will support staff who raise genuine concerns in good faith under this policy, even if they turn out to be mistaken.
6. If you believe you have suffered such treatment, you should inform the Freedom To Speak Up Guardian, the Director of Human Resources or the CEO immediately. If the matter is not remedied you should raise it formally using our Grievance Procedure.

7. Staff who believe they or a colleague are being victimised as a result of making a disclosure under this policy should report it promptly to the Freedom To Speak Up Guardian or the Director of Human Resources or CEO.
8. Victimisation of an employee who raises a genuine concern will be treated as a disciplinary matter.

Confidentiality

1. Thames Hospice hopes that you would feel comfortable raising your concerns openly, but appreciates that you may want to do this in confidence. This means that, if you do not wish your identity to be disclosed, Thames Hospice will do their utmost to respect this so that your identity is known only to the person to whom you report the concern.
2. Thames Hospice will make every effort to keep the identity of the employee making the allegations confidential, at least until a formal investigation is underway. A similar degree of confidentiality is expected in return from the employee. There may, however, be circumstances where keeping the person's identity confidential is not possible. A request for anonymity may also prevent a proper investigation being carried out.
3. You should understand that there may be times when we are unable to resolve a concern without revealing your identity, for example where your personal evidence is essential or where it is required by law. In such cases, we will discuss with you whether and how the matter can best proceed. The organisation cannot guarantee anonymity in the following situations:
 - Where there is a legal obligation to disclose the employee's identity.
 - Where the information is already in the public domain.
 - On a strictly confidential basis for the purpose of obtaining advice from a professional adviser such as a lawyer or accountant.
 - Where required by the police or under anti-money-laundering arrangements.
4. If there are other situations where the organisation is required to reveal the employee's identity, for example in relation to disciplinary or legal proceedings, this will be discussed first with the employee.

Raising a Concern Anonymously

1. If you feel unable to come forward openly or confidentially, you can raise your concern anonymously. These concerns will be taken seriously and investigated as Thames Hospice would any concern.
2. However, with an anonymous concern we cannot come back to clarify things with you which may make it more difficult to investigate. We will not be able to protect your position or provide feedback on the progress of the investigation or its outcome. Accordingly, you should not assume we can provide the assurances we offer in the same way if you report a concern anonymously.

Investigations and Reporting

1. Thames Hospice is committed to investigating concerns as fully and quickly as circumstances allow. The length and scope of the investigation will depend on the subject matter of the disclosure.
2. Once a concern is received, the Freedom To Speak Up Guardian will acknowledge that the allegation has been made within the remit of the Raising Concerns and Whistleblowing Policy and will carry out an initial assessment of the allegation to determine whether there are grounds for a more in-depth investigation or whether the disclosure is based on erroneous information.

If a more detailed investigation is considered necessary,

1. The Freedom To Speak Up Guardian will appoint an investigator or an investigative team. This may include using a suitably qualified external consultant where it is difficult to identify an available in-house resource. The investigation may involve the worker and other individuals involved giving a written statement.
2. The investigator(s) will produce a report and submit it to an appropriately constituted Review Panel that will include, as a minimum, The Freedom To Speak Up Guardian, the Director of Human Resources and the CEO. In the event that any of these individuals is implicated in the allegations, a suitable alternative will be identified by the CEO.
3. A relevant specialist may also be asked to join this panel if the subject matter demands it.

4. The role of the Review Panel is to review the evidence and establish whether any remedial action is required in relation to the alleged failure or breach. This might include disciplinary action against specific individuals, further training, and changes to organisational policy or procedure, or internal communications. The Review Panel will report its findings and recommendations to the HR Committee for approval and implementation.
5. The Freedom To Speak Up Guardian will keep the person who raised the concern informed of the progress of the investigation. On conclusion of any investigation, the individual will be told the outcome of the investigation and what the Review Panel has done, or proposes to do, about it. If no action is to be taken, the reason for this will be explained.
6. If the Review Panel concludes that an individual has made false allegations maliciously, in bad faith or with a view to personal gain, the person will be subject to disciplinary action.
7. There is no right of appeal against the findings of the Review Panel.
8. If on conclusion of any investigation the worker reasonably believes that the appropriate action has not been taken, he/she should report the matter to the proper authority. The legislation sets out a number of bodies to which qualifying disclosures may be made. These include, but may not be limited to:
 - HM Revenue & Customs.
 - The Financial Conduct Authority (formerly the Financial Services Authority).
 - The Competition and Markets Authority.
 - The Health and Safety Executive.
 - The Environment Agency.
 - The Independent Police Complaints Commission.
 - The Serious Fraud Office.
 - The Charities Commission.
 - The Information Commissioner.
 - The Fundraising Regulator.
5. Other possibilities include:
 - If the problem involves a very senior member of staff of the organisation, contact the Chairman of Trustees or other Trustee Committee Chair.
 - In the case of a criminal offence, the Police.
 - The Care Quality Commission.
 - The Office of Fair Trading.
 - The Environment Agency.

17 References

- Sir Robert Francis QC (2013) Report of the Mid Staffordshire NHS Foundation Hospice Public Inquiry
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/279124/0947.pdf
- Sir Robert Francis QC (2015) Freedom to Speak Up – A review of whistleblowing in the NHS
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/279124/0947.pdf
- Department for Business Innovation & Skills (2015) Whistleblowing: Guidance for Employers and Code of Practice
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/415175/bis-15-200-whistleblowing-guidance-for-employers-and-code-of-practice.pdf
- Raising Concerns at Work: Whistleblowing Guidance for Workers and Employers in Health and Social Care <http://wbhelpline.org.uk/wp-content/uploads/2014/04/Raising-Concerns-at-Work.pdf>
- NHS Improvement (2016) Freedom to speak up: raising concerns (whistleblowing) policy for the NHS
https://improvement.nhs.uk/uploads/documents/whistleblowing_policy_30_march.pdf
- Frimley Health NHS Foundation Trust Raising Concerns at Work Policy – January 2018
- The Freedom to Speak Up Policy for the NHS, (2016)
www.improvement.nhs.uk/resources/freedom-to-speak-up-whistleblowing-policy-for-the-nhs
- Raising concerns at work, Whistleblowing Helpline 2014 (Page 29)
<http://wbhelpline.org.uk/wp-content/uploads/2014/04/Raising-Concerns-at-Work.pdf>

APPENDIX A

WITH WHOM SHOULD I RAISE MY CONCERN?

Ideally your line manager or supervisor

We recognise this may be difficult for you, and if it is, you should speak to our Freedom To Speak Up Guardian for confidential advice and support.

<u>Freedom to Speak Up Guardian</u>	Juliana Luxton 01753 848955 juliana.luxton@thameshospice.org.uk freedom.to.speak.up.guardian@thameshospice.org.uk
<u>HR Director</u>	Jackie Geeson 01753 848960 Jackie.geeson@thameshospice.org.uk
<u>CEO</u>	Debbie Raven 01753 848941 Debbie.Raven@thameshospice.org.uk
<u>Protect</u>	Telephone - Protect Advice Line: 020 3117 2520, General enquiries: 020 3117 2520 Fax - 020 7403 8823 Email - Protect Advice line: whistle@protect-advice.org.uk Address - CAN Mezzanine, 7 - 14 Great Dover Street, London SE1 4YR

You can also raise a concern with a Thames Hospice Trustee.

APPENDIX B

LIST OF OUTSIDE BODIES WITH WHOM CONCERNS CAN BE RAISED

For a full list see

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/510962/BIS-16-79-blowing-the-whistle-to-a-prescribed-person.pdf

The following are the most relevant to the health and care sectors:

Care Quality Commission for quality and safety concerns	03000 616 161 http://www.cqc.org.uk
NHS England for concerns about: <ul style="list-style-type: none">• primary medical services (general practice)• primary dental services• primary ophthalmic services	https://www.england.nhs.uk/ourwork/whistleblowing/raising-a-concern/

Professional Bodies – to report concerns regarding professional standards or practice

General Medical Council (GMC) regulator for medical doctors throughout the UK in all healthcare sectors	0161 923 6602 http://www.gmc-uk.org
Nursing and Midwifery Council (NMC)	020 7637 7181 https://www.nmc.org.uk/
General Dental Council (GDC)	http://www.gdc-uk.org/Pages/default.aspx
Health and Care Professions Council (HCPC) regulator for the allied health professions	0845 300 6184 http://www.hpc-uk.org/
General Optical Council (GOC)	http://www.optical.org/
General Pharmaceutical Council (GPhC)	http://pharmacyregulation.org/
Chartered society of Physiotherapists	http://www.csp.org.uk/
College of Occupational Therapists	https://www.cot.co.uk/
Royal College of Speech and Language Therapists	https://www.rcslt.org/

Organisations with specialist interests

Children's Commissioner	020 7783 8330 https://www.childrenscommissioner.gov.uk
Health and Safety Executive	0300 003 1747 http://www.hse.gov.uk
Information Commissioner	http://www.ico.org.uk
<u>Whistleblowing</u>	https://www.gov.uk/whistleblowing

Financial Regulators – to report suspected financial maladministration or fraud

Charity Commissioners for England and Wales	http://www.charitycommission.gov.uk
Pensions	http://www.thepensionsregulator.gov.uk
Comptroller and Auditor General /	020 7798 7000 https://www.nao.org.uk/
National Audit Office	020 7798 7999 https://www.nao.org.uk/
<u>Serious Fraud Office</u>	https://www.sfo.gov.uk/
NHS Protect - <u>Fraud and corruption help line</u> <u>to report suspected fraud</u>	0800 028 4060 https://www.reportnhsfraud.nhs.uk/

Other organisations to which you can raise concerns include:

Department of Health (England)

020 7210 4850 <http://www.dh.gov.uk>

Professional Standards Authority for Health and Social Care

020 7389 8030 <http://www.professionalstandards.org.uk>

For advice on raising a concern outside the organisation, you may contact

- The Whistleblowing Helpline for NHS and Social Care (0800 0724 725)
- Protect www.pcaw.org.uk (020 3117 2520 or whistle@protect-advice.org.uk)
- A legal representative.