Speak Up
Staff Concerns

Staff feedback is extremely valuable to NHS Dumfries and Galloway. It helps us to identify issues, learn and improve.

Speak Up

At NHS Dumfries and Galloway we are committed to an open and honest culture that prioritises safety, quality and learning. As part of that culture, it's important that staff feel able to raise any concerns they may have. Doing so allows us to identify issues quickly and to take any necessary action.

Reporting Concerns

Most concerns can be resolved informally through conversation with relevant colleagues. Usually, the best person to share your concerns with is your Line Manager, the appropriate Clinical Lead or the member of staff responsible for the area you are concerned about.

We also have a number of reporting processes and systems which allow you to capture and report issues quickly and easily e.g. for logging adverse events or complaints.

If you don't feel able to raise issues via those routes, or if you feel that your concerns are not being addressed, you have several other options including speaking with Human Resources, Occupational Health or your Union (if you are a member). You also have the option of accessing more formal processes.

Employment Issues

If your concern relates to your individual experience as an employee, you should seek advice from Human Resources (HR) as to the most appropriate way to progress.

More information on HR processes is available on the policy section of the Board's website at **www.nhsdg.co.uk/policies/**.

Speak Up

Care and Treatment Issues

If you have concerns about your experience as a patient, or the experience of a friend or family member, you can access the Board's Complaints Handling Procedure or share your feedback via the independent website Care Opinion. More information is available on the feedback section of the Board's website at **www.nhsdg.co.uk/how-did-we-do/**.

Public Interest Issues

Public interest issues can be raised under the Board's **Whistleblowing Standards**. Those issues may be in relation to:

- patient-safety or patient-care concerns
- poor practice or unsafe working conditions
- fraud (theft, corruption, bribery or embezzlement)
- changing or falsifying information about performance
- breaking any legal obligation
- abusing authority

The Whistleblowing Standards

Anyone who provides services for the NHS can raise a concern under the **Whistleblowing Standards** including:

- current and former employees
- agency workers (i.e. locums, bank staff)
- contractors
- students
- volunteers
- non-executive directors and;
- anyone working in a health and social care partnership

Speak Up

Before accessing the Standards, there are a number of things we need to consider, including whether the concern fits the definition of whistleblowing.

Any concerns raised under the Whistleblowing Standards will be treated in the strictest of confidence. Whistleblowers are also afforded certain legal protections.

Raising a Whistleblowing Concern

Where possible, you should raise any concerns with your Line Manager or Clinical Lead in the first instance as they are often best placed to resolve issues. If you feel you cannot raise the matter with them, or if they have been unable to resolve it, you can speak with a **Confidential Contact.**

Confidential Contacts can provide confidential advice to staff regarding whistleblowing concerns. They can also provide signposting to other processes and/or support mechanisms. Further Information on the Whistleblowing Standards, including how to reach a Confidential Contact, can be found on the Whistleblowing section of the Board's website at **www.nhsdg.co.uk/whistleblowing/**.

Alternatively, you can email the confidential email address **dg.speakup@nhs.scot** and ask for someone to contact you.

Support

We recognise that raising concerns can be daunting and it's important to us that you feel safe and supported when doing so. In addition to the support options detailed above, staff can also access various levels of psychological support via the 'Staff Support' button on the front page of the Board's intranet.