



# Whistleblowing Annual Report

2024-2025

Produced May 2025

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01387 272 733, by email at [dg.patientservices.nhs.scot](mailto:dg.patientservices.nhs.scot)  
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## Introduction

The National Whistleblowing Standards and Once for Scotland Whistleblowing policy (the Standards) were introduced on 1 April 2021. Data is presented to reflect national indicators as determined by the Independent National Whistleblowing Officer (INWO). Full details of the Standards and associated indicators can be found at <https://inwo.spsso.org.uk/>.

This report outlines Speak Up and whistleblowing activity for NHS Dumfries and Galloway (NHS D&G) and performance against the standards.

Key notes:

- This report outlines activity for 2024-25.
- Time limits for whistleblowing concerns are based on working days, i.e. Monday to Friday
- There was one whistleblowing case during the period.
- There were 15 Speak Up cases during the period.

If you have any queries in relation to this report, or Speak Up/Whistleblowing in general, please contact Patient Services at [dg.speakup@nhs.scot](mailto:dg.speakup@nhs.scot) or on 01387 272 733. Thank you.

**Emma Murphy, Patient Feedback and Whistleblowing Manager**

# Whistleblowing

## 2024-25 At a Glance

### Whistleblowing

There was one whistleblowing case raised and investigated during the period 2024/25.



### Speak Up Enquiries

We received 15 new Speak Up enquires over 2024/25. These enquiries were actioned, but did not progress under the Standards.



### Speak Up Week 2024

Speak Up Week ran from 30 September - 4 October 2024 with a full programme of events and communications dedicated to promoting the importance of speaking up.



### Awareness Raising

We reviewed and updated our web information for 2024/25 and recruited new Confidential Contacts to support Whistleblowers.



### INWO Cases

We did not receive any case related enquiries from the INWO during the period 2024/25.



## Key Performance Indicators (KPIs)

The National Whistleblowing Standards require that all boards produce regular reports about the whistleblowing cases they receive. These reports detail performance against key indicators set out in the Standards. The following pages detail our performance against those indicators.

### Learning (KPI 1)

Sharing learning can be challenging due to the requirement to protect the confidentiality of the individuals involved in whistleblowing. The low number of cases also poses challenges in terms of confidentiality and learning.

In the whistleblowing case investigated during the period service specific learning was identified. Likewise, we identified a number of service specific areas of learning from our Speak Up cases and this was fed back to management teams accordingly. The learning related largely to communication.

### Experience (KPI 2)

We have developed a survey to be sent out to those involved in whistleblowing concerns, including investigators and those interviewed. The survey asks questions around:

- Ease of accessing information.
- The support and compassion shown by those dealing with the concern.
- The quality of the response.
- What went well and what could be improved.

The survey will be tested and refined over 2025/26, with results shared as part of our regular performance reporting.

## Awareness and Training (KPI 3)

Training continues to be offered to staff via the national TURAS modules. Despite a focussed promotion of the training during Speak up Week in 2024, uptake continues to be low, with 2024/25 figures as follows:

**Whistleblowing an Overview** - 11 delegates

**Whistleblowing for Line Managers** - 4 delegates

**Whistleblowing for Senior Managers** - 2 delegates

We have sought support from our colleagues in Communications to develop a focussed communication plan for 2025/26 which will include further promotion of the training modules. We are also working closely with key stakeholders across the organisation to enhance promotion and awareness raising.



## Speak Up Week 2024

Speak Up Week 2024 took place from 30 September to 4 October 2024. The theme “**Enabling Speaking Up**” provided an opportunity to promote and celebrate the power of speaking up to bring about positive change.

The INWO ran a number of events across the week, which NHS Dumfries and Galloway promoted via staff communications, Staff News, social media posts, posters across the estate and via our intranet and internet sites. A number of promotional stands and materials were placed in the foyers at Dumfries and Galloway Royal Infirmary, Mountainhall Treatment Centre and Midpark Hospital to try and engage with as many staff as possible across the organisation. There were a number of enquires from staff throughout the week relating to the events and general questions about the standards.

## Confidential Contacts

The recruitment and training of new Confidential Contacts was undertaken in 2024/25. We now have three Confidential Contacts:

**Dr Greycy Bell**, Deputy Medical Director

**Martyn McAdam**, Blood Science Services Manager

**Christina Hoare**, Lead Nurse for Education for Nurses, Midwives and Healthcare Support Workers

Confidential Contacts can be contacted via the confidential email address **dg.speakup@nhs.scot** or by phone via switchboard on **01387 246 246**.

## Case Performance (KPI 4 - 10)

The remaining KPIs are quantitative performance measures (numbers). As we only received and investigated one whistleblowing case during the period it is difficult to undertake meaningful analysis in relation to these indicators. We can however summarise that case as follows:

- The case was dealt with under Stage Two of the Whistleblowing Standards.
- The case required extensions to the statutory response time to allow a thorough investigation.
- The whistleblower was kept informed of progress throughout the investigation and were advised of the reasons for the extensions accordingly.
- The outcome of the case was 'Partially Upheld'.

## Next Steps

Over the next year we want to focus on a number of areas to further improve in this area of work, including:

Focussed promotion of the whistleblowing training to staff across the Board.

Circulating our Speak Up leaflets more widely to further raise awareness.

Continue testing and refining our experience survey process.

Building on the success of previous Speak Up weeks to deliver an enhanced event this year.

## Key Points

- We received and investigated one complaint under the Standards during the period.
- We received 15 Speak Up enquiries where staff were offered tailored signposting and support.
- We continued to promote and enhance our Speak Up arrangements, but there is further scope for improvement, including in relation to awareness raising and promotion.
- We remain committed to encouraging staff to Speak Up and ensuring we have robust and compassionate processes to manage any concerns that are raised.

