

Public Interest Disclosure Act (2013)

In order to raise a concern you do not need to have concrete proof, a reasonable belief is sufficient. Any employee raising genuine concerns about suspicion of malpractice will not be subject to any detriment, even in circumstances where suspicions prove unfounded, as long as the concern is reasonable.

The Public Interest Disclosure Act (PIDA) provides protection for staff who raise a concern about their workplace. To qualify for this protection staff must have a reasonable belief that Urgent Care 24:

- Has committed, is committing or is likely to commit a criminal offence; or
- Has failed, is failing, or is likely to fail, to comply with a legal obligation ;
or
- That a miscarriage of justice has occurred, is occurring, or is likely to occur; or
- That the health and safety of any individual has been, is being, or is likely to be damaged; or
- That the environment has been, is being, or is likely to be damaged; or
- That information relating to any of the above has been, is being, or is likely to be concealed

I have a concern at work, what can I do?



Raising Concerns at Work (Whistleblowing)

Introduction

UC24 is committed to creating and encouraging a climate of openness and dialogue, recognising that actively encouraging staff and other workers to raise concerns about health care, probity (integrity and honesty) and quality matters responsibly and without delay ensures that the interests of patients are always put first.

This leaflet has been designed to support you if you believe you have a concern which should be raised under the Raising a Concern (Whistleblowing) Policy.

Informal Disclosure Process

Urgent Care 24 encourages all individuals to raise any concerns that they may have about the conduct of others in Urgent Care 24 or the way in which it is run. Examples of this might include (but by no means are restricted to) concerns about unsafe patient care, unsafe working conditions, inadequate induction or training for staff, a bullying culture, fraud, security breaches.

If you have a concern you should initially raise this concern with your Line Manager or Shift Manager (if during the out of hours period). If you suspect that your manager is involved in or condoning malpractice then you can raise the matter with a more senior manager. You may do this verbally or in writing stating that you are making a disclosure under the Raising a Concern (Whistleblowing) Policy.

You will be provided with feedback at regular intervals about the management response and action. This may not include details of the precise action where this would infringe a duty of confidence (e.g. details of any disciplinary action).

Making a Formal Disclosure

If your concern has not been dealt with satisfactorily at the informal stage, or the matter is deemed too serious you are encouraged to raise the matter formally and immediately to one of the following designated officers:

- * UC24 Whistleblowing Guardian: Helena Leyden on 0151 254 2553 or by email at Helena.Leyden@uc24-nwest.nhs.uk
- * Local Counter Fraud Service Darrell Davies 0151 285 4520 or by email darrell.davies@nhs.net
- * Director of Finance Scott Lingard on 0151 254 2553 ex1001 or by email Scott.Lingard@uc24-nwest.nhs.uk
- * Head of Service Delivery Unit or Clinical Lead

Contact can be by telephone, via email or in writing and all correspondence should be marked “*in confidence to be opened by the addressee only*” and you should explicitly state that you are making a disclosure under the Raising a Concern (Whistleblowing) Policy.

Where Can I get Support?

UC24 recognise that raising a concern can be stressful. There are a number of areas in which you can access support if you have a concern;

Internal Support

- * Line Manager
- * Human Resources
- * Trade Union Representative

External Support

- * Professional staff may contact their professional registration bodies e.g. GMC, NMC for guidance about any malpractice concerns.
- * NHS Fraud and Corruption Reporting Line on Freephone 0800 028 40 60
- * Whistleblowing Helpline for NHS and Social Care on 08000 724 725
- * The charity “Public Concern at Work” offers a free confidential advice service about concerns over serious malpractice at work and can be contacted on 020 7404 6609 or www.pcaw.co.uk