Reporting Concerns over patient safety or staff conduct: Medical Student Guide

We believe it is important for students to be able to raise concerns. We realise that this is not an easy decision. This document aims to make the process for doing so as clear as possible by setting out who you should contact about an issue in an NHS Trust or GP surgery.

Please also contact your personal or clinical personal tutor (CPT) so that they can provide support for you. If your concern is urgent, however, (such as a concern about patient care occurring out of hours), please DO NOT delay in acting whilst waiting for your tutor to respond.

If you are CERTAIN that you have a legitimate concern then consider if you feel able in the first instance to have a conversation with the person involved. If you do not feel this is possible then please take the following action:

If you have urgent concern including all concerns relating to patient care and safety

Inform a member of medical staff or nursing staff immediately. This would usually be a doctor involved in the care of the patient or a senior nurse in the relevant clinical area. If you are unable to do so, you should contact the on call Consultant or senior nurse (often called the bleep holder) or on call manager for the clinical area – hospital switch boards will be able to contact them. In General Practice or Community settings you should contact a member of staff involved in the care of that patient or, if not appropriate, another Doctor or member of staff in the practice or locality.

If you have a concern which is less urgent and is about a member of Trust or Primary Care staff

If the concern is about:

- **A Consultant**
  Discuss with the block lead. S/He has responsibility for the education experience during the block. Contact the Associate Clinical Director (ACD) at the relevant Trust if the block lead is not available. If you are unsure of who the block lead is please check the ‘Essential Information’ Moodle page for your cohort.

- **Someone delivering a session within a block**
  Discuss with the block lead. S/He has responsibility for the education experience during the block.

- **Block lead**
  Discuss with the Associate Clinical Director (ACD) at the relevant Trust. S/He has
overall responsibility for the undergraduate education experience for your placement.

- **A health care professional on the ward**
  Discuss with the senior nurse on the ward.

- **The senior nurse on the ward**
  Discuss with the Associate Clinical Director (ACD) at the relevant Trust.

- **Associate Clinical Director (ACD)**
  Discuss with the Medical Director for the relevant Trust.

- **A member of the administration team**
  Discuss with the Undergraduate Education Manager at the relevant Trust. S/He has responsibility for the administration of undergraduate education.

- **The Undergraduate Education Manager**
  Discuss with the Associate Clinical Director (ACD) at the relevant trust.

- **A General Practitioner**
  Discuss with the block lead. S/He has responsibility for the education experience during the block.

- **Another staff member within a General Practice Setting**
  Discuss with your GP tutor.

**Please Note:** For all of the above examples the discussion will include information about the next steps.

The next steps will be in line with the relevant Trust Raising Concerns Policy or relevant CCG whistleblowing policy. Copies are available from the administrative staff within the Trusts or GP block lead together with any contact details you require.

**If you have a concern about a fellow student**

Discuss with the academic lead for the phase of learning you are in or the deputy senior tutor for your year at WMS. WMS is also planning to launch a ‘student concern and commendation form’. This will allow anyone, including students to both raise a concern or identify a significance positive issue relating to a student. The form is being developed and needs full consultation with SSLC reps but it should be launched in early 2016. Full details will be posted on relevant web and moodle sites and ‘hard copy’ forms will available.
What to do if you are NOT CERTAIN

You might see or hear something which you find alarming but may not be sure if it is a concern you wish to take through the formal route. If you find yourself in such a position then you may wish to consider:

Discussing what you have seen/heard with that person in the first instance to explore what you thought you heard or saw and seek to understand the reasons for their actions.

Discussing what you have seen/heard with one of your peers to explore their reaction and determine whether to take your concern further.

Discussing with your clinical personal tutor (CPT), again to explore what you saw and/or heard and his/her perception of the event. This may also determine the action to be taken.

If after discussion with the CPT you are not in agreement with the action they propose, then a discussion with the block lead, academic lead for the Phase, or Associated Clinical Director (ACD) at the relevant Trust would be appropriate.