

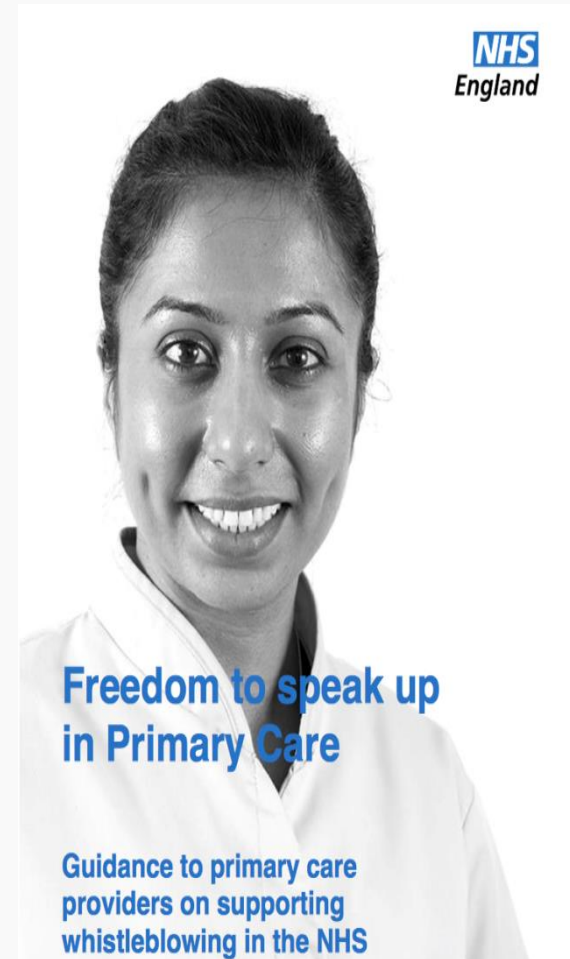
Addressing Risk

- Freedom to Speak Up in Primary Care
- Interface Issues Reporting

Freedom to Speak Up in Primary Care

This guidance is for all providers of NHS primary care services (GP practices, dentists, opticians and community pharmacists). It details the principles and actions to apply in primary care to support the raising of concerns by staff about the delivery of primary care services to patients and the management of the matter raised.

Raising a concern is sometimes also referred to as 'speaking up' or 'whistleblowing.' We use those terms interchangeably throughout this guidance to describe when staff speak up or provide information about wrongdoing, risk or malpractice which they believe could be putting others at risk and which could involve patients, colleagues or the organisation they work in.



- Many primary care providers already have well established whistleblowing policies and procedures in place. The best providers seek to ensure there are opportunities for their staff to raise any concern they may have routinely and early. Managing concerns early means there is little opportunity for them to escalate to bigger problems which risk directly impacting patients and the public.
- Problems raised in primary care can include:
 - Poor clinical practice or other malpractice which may harm patients;
 - Failure to safeguard patients;
 - Maladministration of medications;
 - Untrained or poorly trained staff;
 - Lack of policies creating a risk of harm.

Freedom to Speak Up in primary care means:

- All staff working in primary care should be encouraged to raise any concern, at the earliest opportunity;
- NHS primary care providers should be proactive in preventing any inappropriate behaviour, such as bullying or harassment, towards staff who raise a concern;
- Each NHS primary care provider should **review and update their local policies and procedures by September 2017**, so that they align with this guidance;

Freedom to Speak Up in primary care means:

- Each NHS primary care provider should **name an individual who is independent of the line management chain and is not the direct employer as the Freedom to Speak Up Guardian**, who can ensure that policies are in place and that staff know who to contact if they have a concern.
- NHS primary care organisations should build on the work of Being Open by adopting the good practice published in Freedom to Speak Up. NHS England will provide easy access to learning resources and will support a network of Freedom to Speak Up Guardians in primary care.

All NHS primary care providers should work to ensure:

- It is safe to speak up
- Staff have the confidence to speak up
- Concerns are investigated
- Speaking up makes a difference
- Concerns are well received

Freedom to Speak Up Guardian

- Barnsley LPC
 - Adam Clark
 - LPC treasurer
 - Clark's Chemist, Penistone

adam.barnsleylpc@live.co.uk

Barnsley Interface Issues Pathway

Identify Issue

Complete a form

The completed form should be sent to BarnsleyAPCreport@nhs.net where it will be logged and distributed to the investigation lead for the organisation concerned.

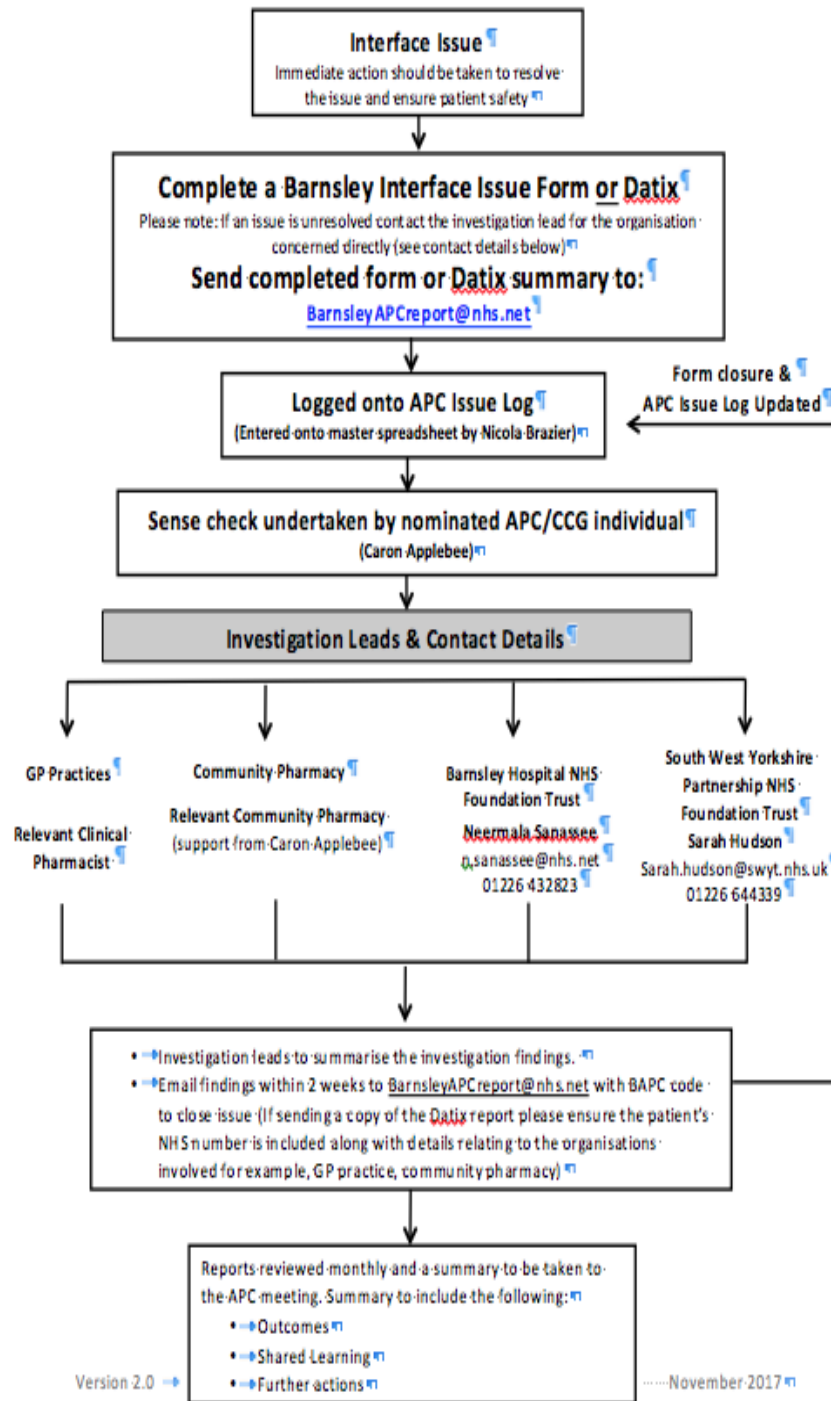
The form will then be reviewed and investigated according to local procedures and protocols.

The appropriate section of the form or investigation summary will be completed with the outcome of this investigation.

Once completed the form or investigation summary will be sent back to BarnsleyAPCreport@nhs.net.

The issue will be closed and the 'APC Issues log' will then be updated to reflect this.

Barnsley Interface Issues Pathway



Barnsley Interface Issue Form

Please complete and send to BarnsleyAPCreport@nhs.net

Issue identified by:	
Name	
Job Title	
Organisation	
Date Form Filled	DD/MM/YYYY

Issue Category (Please put an X in the selected category)	
Dispensing Error(s)Formulary Related
Prescribing Error(s)Shared Care Issue
Medication Supply IssueSummary Care Record
Medicines AdministrationOther GP Communication
D1 CommunicationCare Home/ Nursing Home Issue
Other Hospital CommunicationOther (please specify)

Issue Involving:	
Clinical Area (if applicable)	
Chemist/GP/Nursing Home/ Organisation	

Issue Details	
Patient NHS Number	Date Issue Occurred
Issue Identified	
Action taken and outcome (Including person contacted. If relevant party has not been contacted, please state this also.)	

For Completion by the Interface Team Only

Form ID	BAPC	Local ID
Form assigned to		Date assigned
Summary of findings		
Completed form sent to BarnsleyAPCreport@nhs.net		