I am an NHS member of staff with a concern about patient safety

Talk to colleagues
Consider organisational processes (for example, HR and adverse event reporting)

Talk to your Manager
Consider using your organisation’s Whistleblowing Policy

Healthcare Improvement Scotland
Raise concerns about the quality or safety of NHS services. These concerns will be independently assessed.
www.healthcareimprovementscotland.org/rtc.aspx
0131 623 4602 or 0141 414 2420

NHS Education for Scotland
Raise concerns relating to the delivery or quality of postgraduate medical education and training.
www.scotlanddeanery.nhs.scot/trainee-information/report-a-concern/

Professional Regulators (such as GMC, NMC)
Raise concerns (such as behaviour, health or performance) about a professional. For example a doctor, nurse or pharmacist, with the relevant regulator.
Each regulator’s website will have info about their process.

Independent National Whistleblowing Officer (INWO)
Raise concerns if you remain dissatisfied after a whistleblowing process has concluded.
www.inwo.org.uk
The INWO role comes into force on Monday 27 July 2020. Only concerns raised within your organisation after that date will be eligible for review.

NHSScotland Counter Fraud
Raise concerns relating to fraud, embezzlement, theft, corruption and other irregularities against NHSScotland
www.cfs.scot.nhs.uk

I am an NHS member of staff but I have a concern about my experience using NHS services as a member of the public. What do I do?
Follow the local NHS board’s complaints procedure:
https://www.mygov.scot/nhs-complaints

Contact this service if you are unsure about how to raise a concern about patient safety or malpractice. The service is independent and confidential.
Freephone number 0800 008 6112 or email: alertline@protect-advice.org.uk