

Local

National



I am an NHS member of staff with a concern



Talk to colleagues



Consider organisational processes

(for example, HR and adverse event reporting)



Talk to your Manager



Consider using your organisation's Whistleblowing Policy

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>

If you are a member of staff providing care within a registered service you can contact the Care Inspectorate directly to raise concerns.

<https://www.careinspectorate.com/index.php/complaints>

Healthcare Improvement Scotland

Raise concerns about the quality or safety of NHS services (if you do not wish to raise locally or wish to remain anonymous). These concerns will be independently assessed to determine if further action is required.

www.healthcareimprovementscotland.org/rtc.aspx

NHSScotland Counter Fraud

Raise concerns relating to fraud, embezzlement, theft, corruption and other irregularities against NHSScotland

www.cfs.scot.nhs.uk

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/

Independent National Whistleblowing Officer (INWO)

The INWO advice line is a free, independent and confidential national phone service for whistleblowing across NHS Scotland. The team will give information to help staff across the NHS access the advice and support they need to raise concerns.

The INWO is also the final stage for whistleblowing concerns about the NHS in Scotland. You can bring a concern to INWO if you have raised an issue with an NHS organisation and you are unhappy with the outcome.

www.inwo.org.uk

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.