# NHS Golden Jubilee

### **Meeting: NHS Golden Jubilee Board**

### **Meeting date: 29 May 2025**

### **Title: Whistleblowing Annual Report for 2024/25 Including Quarter 4**

### **Responsible Executive/Non-Executive: Anne Marie Cavanagh, Director of Nursing**

### **Report Author: Nicki Hamer, Head of Corporate Governance and Board Secretary**

## 1 Purpose

**This is presented to NHS Golden Jubilee Board for:**

### Decision

### This report relates to a:

* Government policy/directive

### This aligns to the following NHSScotland quality ambition(s):

### Safe

* Effective
* Person Centred

**This aligns to all of NHSGJ Corporate Objectives.**

* Leadership, Strategy and Risk
* High Performing Organisation
* Optimal Workforce
* Facilities Expansion and Use
* Centre for Sustainable Delivery
* NHS Scotland Academy and Strategic Partnerships
* Culture, Wellbeing and Values

## 2 Report summary

## 2.1 Situation

The National Whistleblowing Standards were launched on 1 April 2021 and a significant amount of work was and continues to be undertaken to ensure that the standards are implemented across the organisation.

This paper combines the Quarter Four and Annual Report on Whistleblowing for 2024/25 (1 April 2024 to 31 March 2025).

## 2.2 Background

The National Whistleblowing Standards set out how the Independent National Whistleblowing Officer (INWO) expects all NHS Boards to manage, record and report whistleblowing concerns. The Standards also require that Boards publish an annual report setting out performance in handling whistleblowing concerns. The annual report will summarise and build on the quarterly reports produced by the Board, including performance against the requirements of the Standards, Key Performance Indicators (KPIs), the issues that have been raised and the actions that have been or will be taken to improve services as a result of concerns.

NHS Golden Jubilee’s approach to the implementation of the standards was key to ensuring that staff feel safe, supported and have confidence in the fairness of the processes should they feel they need to raise concerns.

In NHS Golden Jubilee the agreed governance route for reporting on whistleblowing is to Clinical Governance Committee with any staff concerns being shared with Staff Governance and Person Centred Committee and then onward to the Board.

This report provides information in accordance with the requirements of the Standards including information on our performance for 2024/25.

## 2.3 Assessment

Appendix 1 is the Annual Whistleblowing Report that includes Quarter 4. This report demonstrates our performance in the national key indicators as required by the Independent National Whistleblowing Office (INWO). Over time, this approach will illustrate trends and more importantly, allow us to evidence necessary improvement and learning in response to the trends and themes demonstrated. The report at Appendix 1 provides performance information on:

* + Introduction and Background
  + Concerns Received
  + Whistleblowing Annual Return and Key Performance Indicators
  + Speak Up Week Outcomes
  + Whistleblowing themes, trends and patterns
  + INWO referrals and investigations
  + Governance
  + Conclusion

Monthly reports are produced to monitor completion of the Turas Whistleblowing eLearning modules. Whistleblowing communications continue to be refreshed as a reminder to staff on how to raise a Whistleblowing concern.

The Non-Executive Whistleblowing Champion meets with the Confidential Contacts to ensure any whistleblowing concerns are signposted as a support to staff.

### 2.3.1 Quality/ Patient Care

The National Whistleblowing Standards support a safe environment which supports and provides assurance on the quality of care and services.

### 2.3.2 Workforce

The National Whistleblowing Standards support NHS GJ’s ambition for an open and transparent organisational culture where staff have the confidence to speak up.

### 2.3.3 Financial

There is no financial impact.

### 2.3.4 Risk Assessment/Management

If staff do not have confidence in the fairness of the procedures through which their concerns are raised, or do not feel assured that concerns raised will be acted upon, there is a risk that they will not raise valid concerns about quality, safety or malpractice. The opportunity to investigate and address these concerns will have been lost, with potentially adverse impact on quality, safety and effectiveness of services.

### 2.3.5 Equality and Diversity, including health inequalities

There are no specific issues arising from this paper.

### 2.3.6 Climate Emergency and Sustainability

Whistleblowing supports effective governance of all strategic priorities remitted to its Governance Committees, including Climate Change and Sustainability.

### Other Impacts

Best value: Governance, accountability and performance management.

The delivery of an effective process for whistleblowing concerns will support the Board’s commitment to safe, effective and person-centred care. Effective handling of concerns supports the delivery of the Healthcare Quality Strategy

Compliance with Corporate Objectives - Create compassionate partnerships between patients, their families and those delivering health and care services which respect individual needs and values and result in the people using our services having a positive experience of care to get the outcome they expect.

### Communication, involvement, engagement and consultation

There is no requirement for formal engagement with external stakeholders in relation to the formulation of this paper. This paper has been approved by the Whistleblowing Oversight Group.

### Route to the Meeting

This has been previously considered by the following group as part of its development. The group have either supported the content, or their feedback has informed the development of the content presented in this report.

* Whistleblowing Oversight Group, 22 April 2025
* Staff Governance and Person Centred Committee, 1 May 2025
* Clinical Governance Committee, 8 May 2025

## 2.4 Recommendation

NHS Golden Jubilee Board is asked to:

* **Approve** the Whistleblowing Annual Report for 2024/25 including Quarter 4.

## List of appendices

There is one Appendix attached to this report:

* Appendix No 1, Whistleblowing Annual Report for 2024/25 including Quarter 4.