

# NHS WESTERN ISLES

## BOARD MEETING

**Meeting date:** 26<sup>th</sup> June 2025

**Item:** 8.5

**Title:** Whistleblowing Annual Report 2024/2025

**Responsible Executive/Non-Executive:** Frances Robertson, Nurse/AHP Director and Chief Operating Officer

**Report Author:** Louise Sullivan, Head of Clinical Governance and Marina Macleod, Risk Management Facilitator

### 1 Purpose

This is presented to the Board for:

Assurance	✓
Awareness	
Decision	
Discussion	

This report relates to a:

Annual Operating / Delivery Plan	
Emerging issue	
Government policy/directive	✓
Legal requirement	
Local policy	
NHS Board / Integration Joint Board Strategy or Direction	

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

Safe	✓
Effective	✓
Person Centred	✓

**Please select the level of assurance you feel this report provides to the Board / Committee and briefly explain why:**

Significant	✓
Moderate	
Limited	
None	
Not yet assessed	
Comment	
Specify:	

**Please indicate which of the Boards Priorities the paper relates to:**

Financial Sustainability / Recovery Plan	
Capital	
Hospital Based Services Model – Rural General Hospital / Community	
Workforce Health & Wellbeing	
Health Inequalities	
Sustainability of Community Health & Social Care Model	
Primary Care Transformation Programme	
Digital Transformation / Digital Health	
Public Protection Priorities	
Women and Children's Services	
Climate Emergency and Sustainability	
Other – please explain	✓
Comments: Safe and person centred.	

**The report is directly linked to a Recovery Driver(s) within the Annual Delivery Plan:**

RD01	<b>Primary &amp; Community Care</b> - Improved access to primary and community care to enable earlier intervention and more care to be delivered in the community.	
RD02	<b>Urgent &amp; Unscheduled Care</b> – Access to urgent and unscheduled care, including scaling of integrated frailty services to reduce admissions to hospital.	
RD03	<b>Mental Health</b> - Improve the delivery of mental health support and services, reflecting key priorities set out in the Mental Health and Wellbeing Strategy.	
RD04	<b>Planned Care</b> - Recovering and improving the delivery of planned care.	
RD05	<b>Cancer Care</b> - Delivering the National Cancer Action Plan (Spring 2023-2026).	
RD06	<b>Health Inequalities and Population Health</b> - Enhance planning and delivery of the approach to tackling health inequalities and improving population health.	
RD07	<b>Women and Children's Health</b> - Take forward the actions in the Women's Health Plan and support good child and maternal health, so that all children in Scotland can have the best possible start in life.	
RD08	<b>Workforce</b> - Implementation of the Workforce Strategy.	
RD09	<b>Digital Services Innovation Adoption</b> - Optimise use of digital & data technologies in the design and delivery of health and care services for improved patient access and fast track the national adoption of proven innovations which could have a transformative impact on efficient and patient outcomes.	
RD10	<b>Climate</b> - Climate Emergency and Environment.	
RD11	<b>Finance &amp; Sustainability</b> – Approach to achieving financial balance and aligning with S&V financial improvement programme of work.	
RD12	<b>Value Based Health &amp; Care</b> – Approach to embracing and adopting Value Based Health and Care.	
RD13	<b>Integration &amp; population Need</b> – Boards are asked to set out the key actions to respond to population needs and how you will work in partnership to address and respond to these needs.	
RD14	<b>Regional &amp; National</b> – Approach to working regionally and nationally across services through collective and collaborative approaches to planning and delivery, where required.	
	<b>None of the above</b>	✓

**This aligns to the following NHS Western Isles Corporate Objective(s):**

CO1	To provide person-centred care, focusing on the evidence based health needs of our increasingly diverse population, identifying and taking every opportunity to improve our patients' health, experience and outcomes	
CO2	To protect individuals from avoidable harm to continually assessing and managing risk, learning, and improving the reliability and safety in everything we do.	✓
CO3	To champion efficiency and effectiveness in our services that delivers minimum possible waiting times.	
CO4	To pro-actively stimulate and intensify our research and application of effective innovation to improve how we care for patients today and into the future.	
CO5	To promote and support people to live longer healthier lives	
CO6	To specifically target early years, health inequalities, vulnerable and underrepresented and more difficult to engage with groups.	
CO7	To continually improve and modernise our integrated healthcare services and assurance systems.	
CO8	To value, support the wellbeing of, and develop and sustain a compassionate, confident, competent, flexible and responsive workforce.	
CO9	To deliver our commitment to partnership working to deliver national standards, targets and guarantees.	
CO10	To have a sustained focus on prevention, anticipation, support self-management and care at home.	
CO11	To ensure that all resources are deployed to the best effect, achieving desired outcomes, values for money and progressive approach to sustainability.	
-	None of the above	

## 2 Report summary

### 2.1 Situation

This report contains the activity around the Whistleblowing standards in 2024/25. There was one whistleblowing concern received and completed.

Indicator	Performance
Total number of concerns received	There were 2 concerns received in 2024/25. Stage 1 – 1 Stage 2 - 1
Timescales for closure	Stage 1 concern – 20 working days Stage 2 concern – 15 working days
Concerns closed at each stage of the process	Stage 1 concern was not closed within the timeframe. Stage 2 concern closed within the timescale.
Concerns upheld, partially upheld and not upheld	Stage 2 concern was upheld.
Number of cases where extension was authorised	Stage 1 concern had an authorised extension.
Learning from concerns raised	Learning from whistleblowing concerns are detailed in an improvement plan which is monitored by the Risk Review group.
Experience for those raising concerns	The number of whistleblowing cases raised and concluded each year remains small. The informal feedback from staff involved were satisfied with the process.

There are 3 modules available to staff on the TURAS learn platform to complete, the below figures were extracted from TURAS to monitor completion of module:

- Whistleblowing: an overview:
  - Completed – 449
  - In progress – 26
- Whistleblowing: for line managers:
  - Completed – 89
  - In progress – 14
- Whistleblowing: for senior managers:
  - Completed – 62
  - In progress – 12

### 2.2 Background

The Board is required to provide a quarterly and annual report for all Whistleblowing concerns to the Independent National Whistleblowing Officer (INWO).

### 2.3 Assessment

This is all included within the report.

#### 2.3.1 Quality/ Patient Care

This is all included within the report.

### 2.3.2 Workforce

For this report there is no workforce impact.

### 2.3.3 Financial

Not relevant in this report.

Name – Director of Finance / Finance Manager	Signature
Comment from the Director of Finance / Finance Manager	

### 2.3.4 Risk Assessment/Management

Not relevant in this report.

### 2.3.5 Equality and Diversity, including health inequalities

An impact assessment has not been completed due to the report relating to the Board's Corporate Risks, rather than any single specific service development.

### 2.3.6 Climate Emergency and Sustainability Development

Not relevant in this report.

1	Sustainable Buildings & Land	
2	Sustainable Travel	
3	Sustainable Goods and Services	
4	Sustainable Care	
5	Sustainable Communities	
Describe other relevant impacts:		

### 2.3.7 Other impacts

Not relevant in this report.

### 2.3.8 Communication, involvement, engagement and consultation

Not relevant in this report.

### 2.3.9 Route to the Meeting

This report has been discussed at the Corporate Management Team meeting.

## 2.4 Recommendation

- **Assurance** – Obtaining assurance from the information presented.

## 3 List of appendices

The following appendices are included with this report:

- Appendix 1 – Whistleblowing Annual Report 2024/2025.

**END**