

Freedom of Information request 198-17

Request

Whistleblowing and services by Public Concern at Work

A. Please disclose since 1 April 2013:

- 1) How many calls in total have been made by the Health Board's staff to the Confidential Alert line, operated by Public Concern at Work, regarding concerns relating to the Health Board.
- 2) A summary of the nature of the concerns raised via the Confidential Alert line.
- 3) Please indicate whether Public Concern has provided the Health Board with any personal data about the callers.
- 4) Please advise what training or other services the Health Board has received from Public Concern at Work in the period, and whether the Health Board contributed to any payments for such services. (If so, please give the total paid by the Health Board).

B. For financial year 2016/17:

- 5) Please advise if the Health Board has kept a central record of whistleblowing concerns that were raised internally by staff with the Health Board.
- 6) If the Health Board has kept a central record, please indicate what data has been recorded about whistleblowing events (for example, number of concerns, nature of concerns, action taken by the Health Board, and outcome, including whether there has been any subsequent detriment to the whistleblower) and where possible disclose the data that was recorded.

Response

1-3 Please find attached a copy of the report received from Public Concern at Work which reports on the number of calls received to the Confidential Alert line with regards to NHS Borders:



NHS Borders NCAL 6
month report.pdf

4. Not applicable.
5. NHS Borders keep a record of whistleblowing concerns that have been raised by staff if they become known to the Human Resources department and commence a formal HR process. The Board would be unaware if whistleblowing concerns are raised in a Ward area and were resolved at a local level.
6. NHS Borders record the whistleblowing event and the action taken to address the concerns raised. Due to the confidential nature of the records we are withholding this data under Section 38(1)(a) and 38(1)(b) of the FOI(S)A 2002.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the

reference number **198-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.