



GIG
CYMRU
NHS
WALES

Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

HEIW Open: Guidance for trainees

What happens when I raise a concern?

Concerns should, where possible, be raised locally. This is the best way to allow early and effective management. However, there may be times when the response is inadequate or where you are worried about raising the issue locally. For these or other reasons, you may wish to raise a concern directly with HEIW's Quality Unit by emailing HEIW.open@wales.nhs.uk. Once we receive your email, we will send you an acknowledgement to let you know that we are looking into it as well as a reminder to raise the issue locally if appropriate. This email will also provide you with contact details for the Professional Support Unit (PSU) and for Faculty Leads local to you in case you need immediate advice.

The purpose of alerting the Quality Unit is that it allows us to facilitate or coordinate a response. We may seek further evidence directly and we will seek regular follow up of any actions taken by those responsible for responding.

Where you have raised a concern relevant to GMC training standards, the Quality Unit will review the information provided by you and compare it with other evidence already available to us to see if this is a known issue with an action plan in place. Should that be the case, we will consider whether the information you have provided warrants further local action planning. We may also contact the Local Education Provider (LEP) and Specialty School for further information and evidence.

We may ask you for further information or evidence if we have further questions related to the concern you have raised. You will also be given the opportunity to discuss the situation with a Faculty Lead (HEIW representatives within your Local Education Provider) to provide more information and get an understanding of what can be done in relation to your concern.

You may choose to remain anonymous when bringing forward a concern and, while you have the right to do this, it is important to note:

- anonymity of the person raising the concern can make it more difficult for HEIW to fully review the issues raised
- we would only reveal your identity to specified others with your explicit permission
- if it is possible to take appropriate action using the facts of the concern rather than by identifying specific trainees e.g. in larger specialties, your name will not be revealed, unless you request this.



- it is much easier for us to take forward concerns if there have been local reports (e.g. through Datix) as the LEP will use this to triangulate evidence, so please ensure that you also make use of this local mechanism
- if there are significant implications for patient safety, we have a responsibility to raise this, as do all staff including trainees.

Next, the Quality Unit will liaise with all relevant parties. Depending on the concern, this will usually be relevant people within the LEP such as Faculty Leads, Assistant Medical Director, (Education & Training), Training Programme Directors or other educational supervisors. We may also request a meeting with all trainees on the programme or at the training location in order to gather more information. We will ensure the appropriate persons are identified to undertake the investigation.

Once the investigation is complete we will provide feedback to yourself directly by email about what has been found and actions that have been taken to address the concern.

