

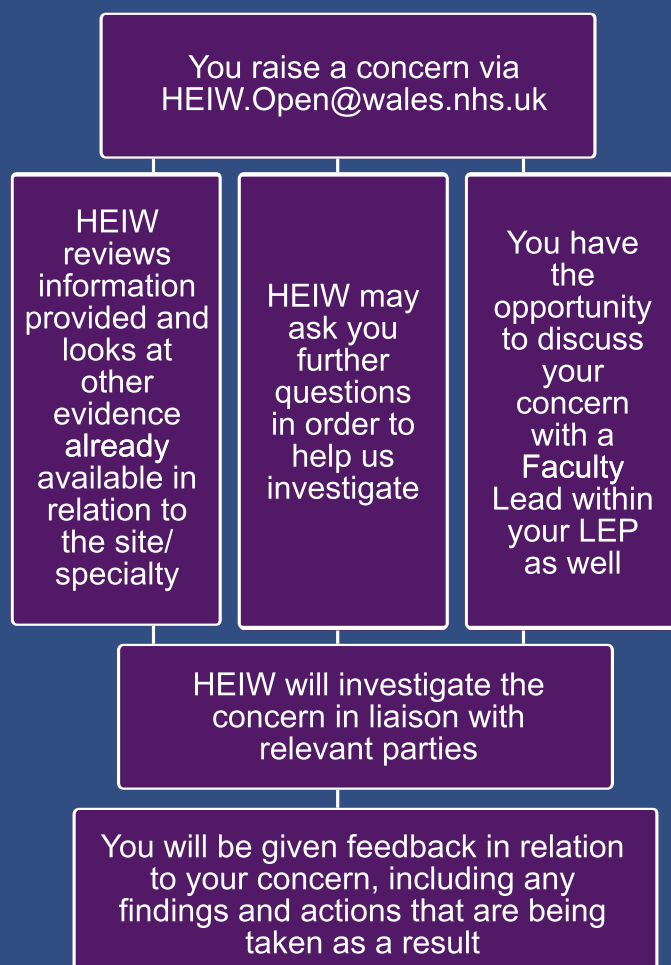


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HEIW Open: Guidance for trainees

What happens when I raise a concern?



You can raise a concern directly with HEIW's Quality Unit by emailing **HEIW.open@wales.nhs.uk**. Once we receive a concern, we will send you an acknowledgment email to let you know that we are looking into your concern. This email will also provide you with contact details of Faculty Leads local to you in case you need immediate advice. We will also remind you that it is essential that urgent patient safety concerns are raised through local reporting mechanisms so that they can be dealt with quickly.

Where you have raised a concern relevant to General Medical Council training standards, the Quality Unit will review the information provided by you and compare it with other evidence already available to us to decide whether this is a known concern with an action plan in place or, if not, we may contact the Local Education Provider (LEP) 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 your concern with a Faculty Lead (HEIW representatives within your LEP) to provide more information and get an understanding of what can be done in relation to your concern.

You may wish to 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 an investigation more difficult
- we would only reveal your identity to others in discussion with yourself
- in larger specialties it may be possible to take forward concerns using the facts of the concern rather than by identifying specific trainees in which case your name need not be revealed
- it is much easier for us to take forward concerns if there have been local reports e.g. through Datix etc. as the LEP will use this to triangulate evidence
- if there are significant implications for patient safety we have a responsibility to raise this as do trainees.

Next, the Quality Unit will investigate the concern in liaison with all relevant parties – depending on the concern this will usually be relevant people within the LEP such as Faculty Leads, Assistant Medical Directors, Programme Directors or other educational supervisors. We may also request a meeting with all trainees on the programme/location to gather more information.

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