

# RAISING CONCERNS



Whilst we hope that your GP training programme, and the posts contained in it, proceed smoothly, there are times when trainees experiences fall short of the standard we hope. That often relates to the demands experienced across the health service but by learning from and adapting following those occasions, organisations and systems are able to improve the experiences of future learners.

For the sake of simplicity we have broken down concerns into some broad categories. We, recognise that, all too often issues cross over between these different aspects which can make it difficult to know how to raise concerns. So, please don't worry about ensuring you choose the perfect route we are happy to redirect you when needed.

## REMEMBER

In every workplace you have access to a Freedom to Speak Up Guardian (FTSUG) who can listen to your concerns confidentially and help to guide you regarding the available next steps that you may wish to take. As a GP PGDIT, you can access the FTSUG in your host trust (details will be available locally) or the Lead Employer FTSUG.

[Lead Employer FTSUG Policies](#)

## EMPLOYMENT CONCERNS

including bullying and harrasment in the workplace

As a GP PGDIT, your employer is Mersey & West Lancs NHS Trust (MWL) (Formerly St Helens and Knowsley, (StHK)), not the trust, practice, or hospital, in which you work. As a result, it is the policies of MWL Trust which cover your working arrangements. Serious matters - or issues which you cannot resolve locally can be escalated to the lead employer case management team.

As your employer, MWL Trust also have a formal responsibility to ensure that you are not subjected to bullying, harassment or abuse in the workplace. As such the formal route for reporting and escalating such experiences is via the lead employer case management team. The relevant policy is the Lead Employer Respect and Dignity at Work policy [here](#).

A reminder that as part of the junior doctor contract, GP trainees are able to raise exception reports in regard to rota issues such as working hours. This applies both in secondary and primary care posts and feeds into the trust Guardian of Safe Working.

**Lead Employer Contact Details:**  
**0151 478 7777**  
**[lead.employer@sthk.nhs.uk](mailto:lead.employer@sthk.nhs.uk)**



## EDUCATION AND TRAINING CONCERNS

When the issues are predominately regarding education and training, they can be raised with an individual in one of the educational roles as detailed below. Your educator can hopefully help to resolve things locally, guide you as to the best person to raise your concern with or escalate the concern if required.

We do all recognise that situations are complicated and frequently come across scenarios when individuals are conflicted. It should always be possible for you to raise concerns even if those - concerns relate to one of the educators. Whilst we expect that your concerns are raised in line with the 'chain of command'. We recognise that there are times where this may not be entirely appropriate. Should this be the case, if you don't feel comfortable discussing the issue with one of the individuals, then you are able to bypass them and contact the next appropriate person.

The following can be viewed as a simplified hierarchy by which you may choose to raise concerns:

1. Your Clinical Supervisor
2. Your Educational Supervisor
3. Your Training Programme Directors
4. The Patch Associate Dean covering your region (and/or the trust Director of Medical Education)  
[AD Contact Details](#)
5. Head of School of General Practice and/or the Primary Care Dean
6. Postgraduate Dean

[Further information on the Safe Spaces Reporting tool.](#)

## Clinical Concerns In the Host Workplace

This is an area which causes considerable anguish for a trainee when they have concerns about the quality of care they are witnessing. Understandably learners are anxious about their role in the team and struggle to balance this against the GMC duty to raise concerns regarding patient safety. Each host site will have official channels by which patient safety concerns can be raised. In secondary care this will commonly be a datix process. In primary care this will usually be a significant/learning event process.

Where possible concerns should be raised within an organisation in the first instance - although we recognise that this may on occasion be difficult for a learner. Learners are encouraged to discuss any such concerns they have with an educator (usually the clinical or educational supervisor or training programme director) or a Freedom to Speak Up Guardian who would both be happy to guide a learner on how best to go about raising such concerns and are well placed to ensure the learner is supported through such a process.

Alternatively you may choose to raise a formal complaint.

For queries and to raise concerns, please contact: [England.complaints.eoe@nhs.net](mailto:England.complaints.eoe@nhs.net)  
Coming soon - the deanery is working on introducing an anonymous online reporting tool, to enable you to report any concerns in training. This will be accessible via the deanery website and further details and the link will be available at a later date.

