

Escalation Pathways: Raising issues and concerns and who to escalate or talk to

Issue	Who to talk/escalate to	What to expect
Clinical Experience	<ol style="list-style-type: none"> 1) Clinical Supervisor 2) Clinical Lead/Clinical Director of department 3) Medical Education Directorate Team (https://www.med.scot.nhs.uk/about-us/the-med-team) 4) Site Associate Director of Medical Education (ADME) (https://www.med.scot.nhs.uk/about-us/the-med-team) 	<p>The consultant/line manager/senior that you raise the issue with should engage you in a meeting to discuss the issue, and depending on the nature of the issue will usually follow up the concern with the wider department (e.g. Clinical Lead, consultants and Charge nurses). You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with, or depending on the issue, request to arrange a follow up meeting.</p>
Working environment: Rota, annual leave, IT, rest facilities, changing/showering facilities, induction	<ol style="list-style-type: none"> 1) If ward specific: charge nurse or clinical lead for department 2) Clinical Supervisor 3) TRICKLE (https://www.med.scot.nhs.uk/wellbeing/trickle) 4) Medical Education Directorate Team (https://www.med.scot.nhs.uk/about-us/the-med-team) 5) Site Associate Director of Medical Education (ADME) 6) Lothian Trainee and Management Forum (loth.traineeandmanagementforum@nhslothian.scot.nhs.uk) 	<p>The consultant/line manager/senior that you raise the issue with will usually follow up the concern with the wider department (e.g. Clinical Lead, consultants and Charge nurses). You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with.</p> <p>TRICKLE: a response to your post will be given by one of the TRICKLE champions. These are either Chief Registrars, site ADMEs or Medical Education Fellows.</p> <p>Trainee Management Forum: issues raised with this forum will aim to be discussed at the next appropriate forum. The forum meets monthly and is led by the Chief Registrars.</p>
Patient safety	<ol style="list-style-type: none"> 1) Immediately with supervising consultant/consultant on call 2) Clinical Supervisors 3) Educational Supervisor 4) Clinical Director for department 5) Charge nurse of ward 6) Site Associate Director of Medical Education (ADME) 	<p>The consultant/line manager/senior that you raise the issue with will usually follow up the concern with the wider department (e.g. Clinical Lead, consultants and Charge nurses). You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with.</p> <p>The use of the Datix system is aimed at allowing personal and organisational learning from adverse events. To improve learning from Datixes, trainees are provided the opportunity for individual learning and support from their named Educational Supervisor (ES). To this end, an email is sent to</p>

	<p>7) Director of Medical Education: simon.edgar@nhslothian.scot.nhs.uk</p> <p>8) Datix</p> <p>9) If you have a concern and do not wish to use any of the other routes described, please use the SpeakUp initiative, either via HR online, or via the email address: SpeakUp@nhslothian.scot.nhs.uk . More information found here: https://www.med.scot.nhs.uk/wellbeing/concerns/speak-up</p>	<p>the ES of a trainee submitting a Datix (copying the trainee) asking the ES to discuss the Datix and provide feedback. This is purely designed for learning, not any proportioning of blame.</p> <p><i>If you feel you cannot raise the issue within NHS Lothian you can also speak to an external organisation e.g.:</i></p> <ul style="list-style-type: none"> • Whistleblowing advice and information line <p><i>The confidential, independent Whistleblowing advice and information line is available to support employees who are unsure about whether or how to raise a concern. It can also offer support to managers who are handling whistleblowing concerns.</i></p> <p><i>Find out more about the Whistleblowing advice and information line by following this link or contact them on Freephone 0800 008 6112 or email Independent National Whistleblowing Officer.</i></p>
Colleagues: nurses, DITs, consultants	<p>1) Clinical Supervisor</p> <p>2) Educational Supervisor</p> <p>3) Clinical Director of Department or Charge Nurse</p> <p>4) Site Associate Director of Medical Education (ADME)</p> <p>5) Foundation Programme Director/Training Programme Director</p> <p>6) If you have a concern and do not wish to use any of the other routes described, please use the SpeakUp initiative, either via HR online, or via the email address: SpeakUp@nhslothian.scot.nhs.uk More information found here: https://www.med.scot.nhs.uk/wellbeing/concerns/speak-up</p>	<p>The consultant/line manager/senior that you raise the issue with should engage you in a meeting to discuss the issue, and depending on the nature of the issue will usually follow up the concern with the wider department (e.g. Clinical Lead, consultants and Charge nurses). You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with, or depending on the issue, request to arrange a follow up meeting.</p>
Supervision: Educational Supervisors and Clinical Supervisors	<p>1) Educational or Clinical Supervisor directly (if appropriate)</p> <p>2) Clinical Director of Department or Charge Nurse</p> <p>3) Site Associate Director of Medical Education (ADME)</p> <p>4) Foundation Programme Director/Training Programme Director</p> <p>5) Director of Medical Education: simon.edgar@nhslothian.scot.nhs.uk</p>	<p>The consultant/line manager/senior that you raise the issue with should engage you in a meeting to discuss the issue, and depending on the nature of the issue will usually follow up the concern with the wider department (e.g. Clinical Lead, consultants and Charge nurses). You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with, or depending on the issue, request to arrange a follow up meeting.</p>

	<p>6) Postgraduate Dean, Associated Postgraduate Dean or GP Directors (use Contact Page: http://www.scotlanddeanery.nhs.scot/contact/)</p> <p>7) If you have a concern and do not wish to use any of the other routes described, please use the SpeakUp initiative, either via HR online, or via the email address: SpeakUp@nhslothian.scot.nhs.uk More information found here: https://www.med.scot.nhs.uk/wellbeing/concerns/speak-up</p>	
Training environment :educational opportunities, study leave, on-the-job training, other training opportunities, teaching, etc	<p>1) Clinical Supervisor</p> <p>2) Educational supervisor</p> <p>3) Clinical Director of Department or Charge Nurse</p> <p>4) Medical Education Directorate Team (https://www.med.scot.nhs.uk/about-us/the-med-team)</p> <p>5) Site Associate Director of Medical Education (ADME)</p> <p>6) Director of Medical Education: simon.edgar@nhslothian.scot.nhs.uk</p> <p>7) Foundation Programme Director/Training Programme Director</p> <p>8) If you have a concern and do not wish to use any of the other routes described, please use the SpeakUp initiative, either via HR online, or via the email address: SpeakUp@nhslothian.scot.nhs.uk More information found here: https://www.med.scot.nhs.uk/wellbeing/concerns/speak-up</p>	<p>The consultant/line manager/senior that you raise the issue with will usually follow up the concern with the relevant department (e.g. Clinical Lead and consultants). You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with.</p>
Training experience related to the programme and/or curriculum:	<p>1) Educational Supervisor</p> <p>2) Foundation Programme Director/Training Programme Director</p>	<p>The consultant/line manager/senior that you raise the issue with should engage you in a meeting to discuss the issue, and depending on the nature of the issue will usually follow up the concern. You can request for an update on the issue with the consultant/line manager/senior that you have raised the issue with, or depending on the issue, request to arrange a follow up meeting.</p>

portfolio, ARCP requirements, competency sign-offs	3) Postgraduate Dean, Associated Postgraduate Dean or GP Directors (use Contact Page: http://www.scotlanddeanery.nhs.scot/contact/)	
Programme administration	<p>1) Training Programme Administrator within the Training Management Team – contacts for administrators for all training specialties in Scotland https://www.scotlanddeanery.nhs.scot/about-us/our-people/training-management-team/</p> <p>2) Foundation Programme Director/Training Programme Director. FPDs here: https://www.scotlanddeanery.nhs.scot/trainee-information/scottish-foundation-school/meet-the-team/foundation-programme-directors-fpds/ TPDs here: https://www.scotlanddeanery.nhs.scot/about-us/our-people/training-programme-directors/</p>	Response to email query +/- direction to the appropriate person to deal with it.
Employments issues (payroll, contracts, annual leave allowance, etc)	<p>1. <u>Human Resources (HR)</u></p> <p>This will depend on your employing board.</p> <p>NHS Lothian 0131 536 (6)1130 option 3 (0915-1700, M-F) HR.Enquiries@nhslothian.scot.nhs.uk For specific information regarding maternity/paternity/parental leave and secondment HR.MaternityLeave&Secondment@nhslothian.scot.nhs.uk</p> <p>NHS Education for Scotland (NES):</p>	<p>Human Resources deal with pre-employment checks, salaries, occupational health referrals, maternity/paternity/parental leave, special leave, sickness absence, absence management reporting, end dates & terminations, contracts and amendments to contracts</p> <p>On commencement of your training programme, you will receive a copy of your contract(s) of employment. As you rotate through various placements, you will receive a Placement Detail letter from your employing board that will confirm any amendments to your contract in advance of the rotation.</p>

	<p>When in hospital placements, medical staffing in the health board you are working in should be the first point of contact for HR queries, see contacts here: https://hub.nes.digital/lead-employer-arrangements/placement-board-contacts/</p> <p>All queries and requests for NES employed trainees in GP Practice placements should initially be made by raising a ticket on the HR Trainee Services Service Desk: https://nesdigital.atlassian.net/servicedesk/customer/portal/30</p> <p>2. <u>Payroll</u></p> <p>This will depend on your employing board.</p> <p>NHS Lothian 0131 536 (6) 4560 Helpdesk https://nhsnss.service-now.com/nhslpay</p> <p>NHS Education for Scotland (NES) https://hub.nes.digital/help-me-with/expenses-payroll-and-pension/payroll-and-expenses/</p> <p>3. <u>Annual Leave</u></p> <p>Annual leave should be discussed with your direct line manager (clinical supervisor) and/or rota coordinator in the first instance. Any issues related to annual leave can be escalated to HR in the first instance.</p> <p>Information on annual leave allowance can be found here: http://intranet.lothian.scot.nhs.uk/HR/az/TermsandConditions/Pages/MedicalandDentalStaff.aspx#annualleave</p>	<p>Payroll will support with pay and expenses queries.</p> <p>Granting leave is always at the discretion of the employer. For more information on annual leave for doctors see BMA information here: https://www.bma.org.uk/pay-and-contracts/leave/annual-leave-entitlement/doctors-annual-leave-entitlements</p>
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Health	<ol style="list-style-type: none"> 1) Educational Supervisor 2) Occupational Health (OH) 3) GP 	<p>You can discuss any personal health issues that may affect your work with OH. OH is usually accessed by referral by your line manager (clinical and/or educational supervisor) if you feel able to discuss your health with them. Otherwise, you can self-refer to OH.</p> <p>More information about OH services in NHS Lothian can be found here: http://intranet.lothian.scot.nhs.uk/Directory/OccupationalHealthAndSafety/Occupational%20Health%20Service/Pages/default.aspx</p> <p>Information on manager referral and self-referral to OH can be found here: http://intranet.lothian.scot.nhs.uk/Directory/OccupationalHealthAndSafety/Occupational%20Health%20Service/OccupationalHealthReferral/Pages/default.aspx</p>
Bullying, discrimination, harassment, undermining, microaggressions	<ol style="list-style-type: none"> 1) Inform your Clinical Supervisor and/or Educational Supervisor 2) Line Manager/Clinical Director (if different to above) 3) Site Associate Director of Medical Education (ADME) 4) Director of Medical Education: simon.edgar@nhslothian.scot.nhs.uk 5) If you have concerns and do not wish to use any of the other routes described, please use the SpeakUp initiative, either via HR online (intranet), or via the email address: SpeakUp@nhslothian.scot.nhs.uk <p>More information found here: https://www.med.scot.nhs.uk/wellbeing/concerns/speak-up</p>	<p>Issues relating to bullying, harassment, undermining and microaggressions should be dealt with promptly by whoever you feel able to report them to. They should meet with you in person to discuss the concern and offer a plan for follow-up.</p> <p>ADMEs:</p> <p>James Tiernan - Royal Infirmary Edinburgh (RIE) Lesley Dawson - Western General Hospital (WGH) Rob Waller - Royal Edinburgh and Associated Services (REAS) Mary-Louise Montague - Royal Hospital for Children and Young People/Department of Clinical Neurosciences (RHCYP/DCN) TBC - St John's Hospital (SJH)</p> <p>Deputy Director of Medical Education: Sara Robinson</p> <p>Details can be found here: https://www.med.scot.nhs.uk/about-us/the-med-team and any emails accessed through the NHS Lothian address book on email</p>

Note, depending on the type of issue raised (e.g. person, clinical, patient safety), you may be given differing amounts of information reported back to you when the issue is followed up. If it is not an issue that directly relates to you, but you would like to be kept updated on how the issue is being managed, please make this clear to the person you raise the issue with and they should be able to advise on what information they are able to keep you abreast of.

Further Information:

The information below is taken from the **Scotland Deanery website**: <https://www.scotlanddeanery.nhs.scot/trainee-information/support-for-trainees/>

Educational Supervisors: Educational Supervisors are responsible for the overall supervision and management of an individual trainee's educational progress during a training placement. All doctors and dentists in training are allocated an Educational Supervisor who offers educational supervision, undertakes appraisal and provides regular, ongoing feedback. Educational Supervisors are responsible for ensuring the trainees whom they supervise maintain and develop their specialty learning NES E-portfolio and participate in the relevant specialty assessment process. Educational Supervisors perform the structured Annual Review of Competence Progression (ARCP) of trainees, which is a detailed review and synopsis of the trainee's learning portfolio. Educational Supervisors provide trainees with support, advice and access to career management. (Scotland Deanery Website)

Clinical Supervisors: Each trainee has a named Clinical Supervisor who oversees the trainee's clinical work and provides constructive feedback during training placements. Clinical Supervisors have been appropriately trained to teach, provide feedback and undertake competence assessment for trainees. The Clinical Supervisor is responsible and accountable overall for the care of the patient and the trainee doctor or dentist.

Clinical Supervisors need to ensure the trainee:

- Is fully trained in the specific area of clinical care
- Understands their direct responsibilities for the safety of patients in their care
- Only performs tasks without direct supervision when competent to do so
- Is trained in equality and diversity and human rights best practice.

The Clinical Supervisor tailors the level of supervision to the competence and experience of the individual trainee. This ensures that no trainee is required to assume responsibility for or perform clinical, operative or other techniques in which they have insufficient experience and expertise. Some training schemes appoint an Educational Supervisor for each placement, with a merged role of Clinical and Educational Supervisor.

Training Programme Directors (TPDs): Training Programme Directors (TPD) and Foundation Programme Directors (FPD) are consultants or general Practitioners appointed to report directly to the Postgraduate Dean or appropriate Deanery representatives. Each TPD/FPD actively participates in providing direct advice on specialty training programmes by representation on the NES Specialty Training or Foundation Programme Board. TPD/FPDs are responsible for provide advice, support and management of the Specialty Training Programmes within their NES Region and across the Scotland Deanery.

Foundation Programme Directors (FPDs): Your Foundation Programme Director will not necessarily work with you clinically and may be in a different hospital or in General Practice. They oversee the whole year of training and in many cases both training years. They are your second point of contact after your Educational Supervisor/Clinical Supervisor for any advice and help **and you will probably get to know them well over the training year(s).** (Scotland Deanery Website)

Deans, Associate Deans, GP Directors & Assistant GP Directors: Our Postgraduate Deans, Associate Postgraduate Deans, GP Directors and Assistant GP Directors provide practical knowledge, experience and accountability for postgraduate medical training throughout Scotland. The Scotland Deanery has four Postgraduate Deans and a GP Director. For information about the Dental Postgraduate Dean and Associate Postgraduate Dean, please refer to the [dental section](#) of our website. The day to day management of specialty training, including responsibility for the quality management of Specialty Training programmes, rests with the Postgraduate Deans and GP Director who are accountable to the Medical Director and NES. Each Dean or GP Director is responsible for one or more of the specialty groupings and works with Associate Deans, GP Associate Advisors, Training and Quality Managers and their teams to ensure the delivery of

postgraduate medical training. The Executive Medical Director and Deputy, Postgraduate Deans and GP Director are ultimately accountable for managing the delivery of postgraduate medical training to the standards required by the regulatory body, the [General Medical Council](https://www.gmc-uk.org/) (GMC). **If you wish to contact any of the PGDs, APGDs or GP Directors please use our Contact Page: <http://www.scotlanddeanery.nhs.scot/contact/>**