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**STANDARD OPERATIONAL PROCEDURE FOR RESPONDING TO CONTENT POSTED ON TRICKLE IN NHS LOTHIAN THAT INDICATES A SIGNIFICANT TRAINEE WELLBEING CONCERN**

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**1. INTRODUCTION**

* 1. Trickle is an online forum for Doctors in Training (DiT) to highlight areas of practice that are done well and identify areas for improvement within the workplace.
	2. Trickle is a social media platform, therefore, this Standard Operational Policy (SOP) should be read in conjunction with [NHS Lothian’s Social Media Policy](http://intranet.lothian.scot.nhs.uk/HR/hrpolicy/SocialMedia/Documents/Social%20Media%20Policy.doc) and [NHS Lothian’s eHealth Security Policy](http://intranet.lothian.scot.nhs.uk/Directory/eHealth/Policies/Other%20NHS%20Lothian%20OrganisationWide%20PoliciesDocumen/eHealth%20IT%20Security%20Policy.pdf).
	3. NHS Lothian’s Social Media Policy identifies content that would be inappropriate to post on social media. The policy lists several examples (this list is not exhaustive), including conduct that would:
* breach patient confidentiality, trust or ethics by sharing of confidential information
* constitute bullying or harassment of an individual or group
* constitute defamation of an individual’s character by posting inappropriate comments about a colleague or patients
* discredit the services provided by NHS Lothian or discredit NHS Lothian as an employer
* discredit a particular profession
	1. Trickle provides a function for doctors to post content anonymously to provide a psychologically safe environment.

1.4.1 Users of this function cannot be identified or directly contacted through the platform.

1.4.2 Trickle platform can prevent further anonymous posting from particular community members if required.

**2. DEFINITIONS / SCOPE**

2.1 The web-based software/platform is called **‘Trickle’**

2.2 Doctors in Training registered on Trickle will be known as **‘community members or User’**

2.3 A new discussion/idea is called a **‘Post’**

2.3.1 All discussions related to that post are **‘comments’**

2.4 Oversight, review and administration of posts/comments on Trickle will primarily be done by the **‘Trickle Champions’**

2.4.1 Trickle Champions will initially be the NHS Lothian Chief Registrars, NHS Lothian Scottish Clinical Leadership Fellows, members of the Project Support Administration Team, and the Associate Directors of Medical Education (ADME).

2.5 This scope of this policy is intended to guide community members and Trickle Champions in the event of post or comment being made which highlights a serious concern for the well-being of a user. This includes appropriate signposting and escalation.

**3. CONCERNING CONTENT**

3.1 A post or comment may be identified by a community member or Trickle Champion as containing content or language that indicates a significant concern for the wellbeing of the author.

3.2 A post or comment with inappropriate content that is not in accordance with NHS Lothian’s values should be locked and escalated as per Inappropriate Trickle Content SOP.

3.3 Concerning posts/comments should be escalated via the LOTH MED Teams channel and brought to the attention of the current Trickle Chair(s).

3.3.1 If neither Chair is available, the concerning post/comment should be brought to the attention of the site ADME from which the Trickle originated.

3.4 The Trickle Chair(s) should aim to co-ordinate a response with support from the ADME of the site the concerning Trickle originated from within 48 hours.

3.4.1 If identifiable, the user who posted the content and their educational supervisor should be contacted via email, sign-posted to sources of support and a direct offer of support given from the ADME.

3.4.2 If the Trickle has not been deemed inappropriate to lock, a sign-posting comment regarding sources of wellbeing support should be added to the discussion thread.

3.5 The following sources of wellbeing support should be sign-posted:

* Educational supervisor
* Foundation/training programme director
* Peer Support Network
* Staff listening service/Here4U
* Confidential contact/Speak up advocate
* National Wellbeing Hub
* Occupational Health
* GP

Box 1.0 Example sign-posting response

*“I think everyone reading this will share similar concerns for your wellbeing as a trainee, the wider staff involved and, importantly, patients. Looking after patients at the end of life can be emotionally challenging and with pressures in social care and limited hospice availability, is something we are facing more frequently in acute wards. Your wellbeing and reflecting on these situations is important. I would encourage you to debrief with your ward team and include the nurses in this process too – they will be feeling as vulnerable.*

*Your clinical and educational supervisors should be supportive, contactable seniors who you can speak with. We also have a Peer Mentoring service for Foundation Trainees (*[*www.med.scot.nhs.uk/wellb…*](https://www.med.scot.nhs.uk/wellbeing/peer-mentoring/foundation-years-mentoring%29) *that is being rolled out to more senior trainees.*

*I appreciate this might not give you the timely support you need. Staff Listening Service: This is a confidential service that runs over all sites with dedicated appointment time (50 minutes) to listen and signpost to additional services if needed. You self refer and there is no need to explain what you want to speak/offload about:* *stafflistening@nhslothian…*[*intranet.lothian.scot.nhs…*](http://intranet.lothian.scot.nhs.uk/Directory/spiritualcare/Pages/SpiritualCareforStaff.aspx)

*Here4U is another confidential support service offering a safe space to discuss concerns within/out with work including anxiety and relationships.* *Here4U@nhslothian.scot.nh…* *or call 0131 451 7445.*

*There are some very useful resources on the MED website:* [*www.med.scot.nhs.uk/wellb…*](https://www.med.scot.nhs.uk/wellbeing) *And on the National Wellbeing Hub:* [*www.med.scot.nhs.uk/wellb…*](https://www.med.scot.nhs.uk/wellbeing)

*The challenges we face delivering high quality patient care against staffing shortages, sick leave and winter pressures should not be understated. The impact this has on morale and burnout is clear. I hope you have had some better days this week but please continue to seek support from your colleagues, family and friends and make use of the above resources.”*

**4. PATIENT SAFETY CONCERNS**

4.1 Posts or comments which can highlight a significant trainee wellbeing concern can also highlight a significant patient safety concern. Please see the Trickle Patient Safety Concern SOP.

**5. REVIEW OF POLICY**

5.1 This policy will be reviewed in 6 months time by the Chief Registrars and Scottish Clinical Leadership Fellows in the Medical Education Directorate, NHS Lothian.

5.2 Approval of policy review outcomes will be given by the NHS Lothian DME and ADMEs.