

NHS Action Hotline Launched in Light of Francis Inquiry



A free, confidential phone line for NHS staff who wish to raise any concerns about practices in NHS Scotland goes live today.

The National Confidential Alert Line for NHS employees will be piloted for one year, providing an additional level of support for staff. The line will be delivered by Public Concern at Work, an independent organisation, to ensure confidentiality and impartiality. Any concerns that employees raise will be then passed on to the employer or the relevant regulatory organisation for investigation.

Health Secretary Alex Neil said: "It is important that all NHS workers feel that they can raise any concerns they may have safely and confidentially, and following the Francis Inquiry, be reassured that health boards will listen." All areas of concern must be investigated and lessons will be learned to ensure that the NHS in Scotland is providing the best possible service to patients. "We already have whistleblowing policies in place. Staff can be assured that these policies will be enforced and the Alert Line will give staff have the best possible support."

The contract to provide the Alert Line was awarded to Public Concern at Work. Public Concern at Work will also support callers to pursue their case with the appropriate regulator when they consider this to be the most suitable course of action.

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