

# Students raising concern and Speaking Up policy

## Introduction

This policy sets out the process for you to raise a concern and speak up about patient safety, a peer, colleague, a medical professional, who may or may not be a member of Queen Mary University of London, or a member of staff in a placement at a Trust or Primary Care.

This policy is designed to support you in speaking up and raising concerns to the most appropriate colleagues, partners or regulators using a single portal of access, which is the QMUL Report and Support tool (<https://reportandsupport.qmul.ac.uk/>).

During your training you may witness or be involved in something going wrong with a patient's care. Patient safety is the responsibility of the whole team, which includes clinical and non-clinical members. This is why registered clinicians must take action to raise concerns and support others to raise concerns about patient safety. This also applies to everyone working in a healthcare setting, including students on clinical placements. Patient safety does not just relate to the clinical treatment patients get, it also includes raising concerns when a patient's dignity or comfort is compromised.

As future members of the clinical team you are expected to raise concerns about matters which may impact patient safety, dignity and comfort, just as you would when you are registered clinicians. As you are not yet registered clinicians you are expected to raise such concerns to the School.

For the avoidance of doubt, the School feels that if you witness or experiences something of concern in a clinical setting this may call into question patient safety or staff professionalism. If you experience or witness bullying and harassment, hate incidents or gender-based violence during a clinical placement from a peer, colleague, teacher or clinical/non-clinical team member (either directly or to your peers, colleagues or patients) you should use this Policy to report it. This is not an exhaustive list of issues so students can contact a member of staff to talk through your concern first and seek support and guidance. A list of useful contacts in the School can be found on page 3.

The School endeavours to ensure that all students feel safe when raising concerns and speaking up. The School will support you in every stage of this process, either internally or with other Queen Mary departments such as Advice & Counselling or the Disability & Dyslexia Service.

Separate to this process the Queen Mary Student Complaints Policy is for students to raise concerns about matters which affect the quality of a student's learning opportunities or student experience. Poor quality teaching should be can be reported via JISC online student survey feedback and the Staff Student Liaison Committees before it is necessary for a formal complaint to be submitted. The Queen Mary Report & Support tool should be used if a you experience or witnesses concerning behaviour such as bullying, harassment, hate incidents or gender-based discrimination in relation to any aspect of your university life.

## Scope

This policy applies to you if you are registered on the following programmes:

- i. MBBS (UK and Malta), including Maxillofacial, Direct or Graduate Entry;
- ii. MSc in Physician Associate Studies;
- iii. Intercalating within Queen Mary.

If you are intercalating at an external institution you should raise concerns as per that institution's policy or process, but you are not precluded from following the steps outlined below or speaking to a member of School staff.

## Process – quick step-by-step

The process is outlined in the following steps for quick reference and in the flow chart on page 4. Each stage is then explained in greater detail on pages 2-3.

1. Report your concern via Report & Support (<https://reportandsupport.qmul.ac.uk/>).
2. You will be contacted within 3 days of submitting your concern to arrange a meeting between you, your Head of Year and a member of staff from Student Academic & Pastoral Support to discuss your concern. A decision is taken with you as to next steps.
3. If the matter is to be raised with the relevant educational or clinical contact they will be notified at this point. If it is decided that the matter can be dealt with informally then the process normally ends at this point and you will be provided with feedback where possible
4. If it is decided that the matter should be referred to for action a meeting will be arranged for you to meet with the relevant educational or clinical contact. You will be supported at this meeting by members of staff from the School.

After this stage it is likely you will not need to be involved further.

5. Your concern will be investigated by the relevant educational or clinical contact. The School will be kept updated via the Governance Manager.
6. The School is informed of the outcome reached.
7. You are advised of the outcome.

## Process – detailed guide

1. After witnessing or experiencing something which may call into question patient safety or the safety and/or wellbeing of you, your colleagues, peers or staff it is recommended you complete the Report & Support form as soon as possible (<https://reportandsupport.qmul.ac.uk/>).

You can report anonymously but it is preferable to share your contact details so that you can receive support and feedback. Your details are treated as confidential and will not be shared outside of staff involved in this process without your expressed permission. Anonymous submissions cannot usually be followed up formally but a note of the nature of the concern will be made and included in the School's regular reports to Trusts and Associate Deans so that any patterns of issues can be identified and addressed. The School may use this to inform wider preventative work to tackle prevalent issues

At any point of this you can contact a senior member of staff either based in the School (see list on page 3) or at you clinical placement (such as the Education Manager or Associate Dean).

2. Following receipt of your submission to Report and Support Submission you should be contacted, normally by the Governance Manager, within 3 days. The Governance Manager will arrange a face-to-face or online meeting, normally with your Head of Year and/or a member of staff from the Student Academic & Pastoral Support Office. At this meeting you will have the opportunity to explain the events and concerns in more detail. The relevant module lead or member of the Community Based Medical Education (CBME) Unit may also be invited, depending on whether the concern took place. At this meeting it will be determined whether the concern can be dealt with by School staff or if the concern is better reported to the relevant educational or clinical contact. This is normally be the Associate Dean for an NHS Trust or the Responsible Officer within NHS England for primary care placements.

If it is felt that the matter can be dealt with informally by staff or via another process (such as via the SSLCs), then the current process finishes at this point. If staff deal with the matter informally feedback will be provided, where available.

3. The School escalates the matter to the relevant educational or clinical contact.
4. A meeting with you and the relevant educational or clinical contact is arranged, normally within two weeks of your initial submission to Report and Support. You will be supported during this meeting by your Head of Year and/or a member of staff from the SAPS office. The relevant module lead or member of CBME may also be invited. The Governance Manager will oversee the process. At the meeting you should be advised of what action is likely to take place.

After this meeting it is likely that you will not need to be involved further. In more serious cases you may be asked to submit written statements. You will be supported by the School if you are required to be involved further.

5. The Governance Manager is kept informed as to the progress of any action outside of the School and is notified when any proceedings are concluded. You will be kept updated where possible and as much as you wish.
6. The Governance Manager is notified that an outcome has been reached. As the outcome will have been reached by actions external to the School it may not be possible for the School to receive the full details.
7. You will be contacted with feedback regarding the outcome or the action taken.

#### Useful contacts

- Head of MBBS Years 1 & 2 – Dr Lesley Robson ([l.g.robson@qmul.ac.uk](mailto:l.g.robson@qmul.ac.uk))
- Head of MBBS Malta Year 1 & 2 – Dr Jean-Marie Delalande ([j.m.delalande@qmul.ac.uk](mailto:j.m.delalande@qmul.ac.uk))
- Head of GEP – Dr Kristin Braun ([k.braun@qmul.ac.uk](mailto:k.braun@qmul.ac.uk))
- Head of MBBS Year 3 – Dr Elspeth Alstead ([e.m.alstead@qmul.ac.uk](mailto:e.m.alstead@qmul.ac.uk))
- Head of MBBS Malta Year 3 – Dr Robert Sciberras ([r.sciberras@qmul.ac.uk](mailto:r.sciberras@qmul.ac.uk))
- Head of MBBS Year 4 – Professor Bruce Kidd ([b.l.kidd@qmul.ac.uk](mailto:b.l.kidd@qmul.ac.uk))
- Head of MBBS Malta Year 4 – Dr Mark Buttigieg ([mark.buttigieg@gov.mt](mailto:mark.buttigieg@gov.mt))
- Head of MBBS Year 5 – Dr Will Spiring ([r.w.spiring@qmul.ac.uk](mailto:r.w.spiring@qmul.ac.uk))
- Head of MBBS Malta Year 5 – Professor Catherine Molyneux ([c.a.molyneux@qmul.ac.uk](mailto:c.a.molyneux@qmul.ac.uk))
- Head of PA Year 1 – Dr Brenda Manoharan ([b.manoharan@qmul.ac.uk](mailto:b.manoharan@qmul.ac.uk))
- Head of PA Year 2 – Dr Laila Hussain ([l.hussain@qmul.ac.uk](mailto:l.hussain@qmul.ac.uk))
- Head of Physician Associate Studies – Ms Arunthathi Mahendran ([a.mahendran@qmul.ac.uk](mailto:a.mahendran@qmul.ac.uk))
- Head of Community Based Medical Education – Professor Anita Berlin ([a.berlin@qmul.ac.uk](mailto:a.berlin@qmul.ac.uk))
- Student Academic & Pastoral Support Office ([smd-student-support@qmul.ac.uk](mailto:smd-student-support@qmul.ac.uk))
- Governance Manager – Dan Burke ([d.burke@qmul.ac.uk](mailto:d.burke@qmul.ac.uk))
- Community-Based Medical Education Manager – Lynne Magorrian ([l.c.magorrian@qmul.ac.uk](mailto:l.c.magorrian@qmul.ac.uk))

