

This guide will help you if you are responsible for recording whistleblowing concerns using Datix in your organisation.

If you are an employee or former employee looking to raise a whistleblowing concern, please read:

- the [National Whistleblowing Standards](#)
- [How to raise a whistleblowing concern supporting document](#)

Recording whistleblowing concerns

This guide will help you to create form designs to support the recording of whistleblowing concerns on the Datix incident reporting system.

Introduction

The form designs can be created in either the Complaints or PALS modules. For reference, the whistleblowing process more closely mirrors the current complaints process in Scotland which Boards will already be familiar with.

Datix v14.0.34 was used in this instance.

Notes

The fields can be created as extra fields and added to existing Complaints (or PALS) form designs.

The record 'Type' field can act as a trigger to display the correct fields for each record type. For example:

- Stage 1 complaint
- Stage 2 complaint
- concern
- compliment
- whistleblowing concern

The notes below relate to setting up fields in the Complaints module. Boards wishing to use PALS will need to test this process separately.

The fields included have been based on those identified through the draft whistleblowing standards, January 2020. They may require amendment if there are any future developments or changes.

In this example, we created both a level one and a level two form during testing. Our patient relations team currently uses both. As managers with an existing Datix login will mostly enter these records, it may be possible to create all the fields on a single level two form. It may also be possible to make this the default for logging whistleblowing and other module records concerns.

Process

Level one form

A code was created in the Complaint Type field and this acts as a trigger for the rest of the form design at levels one and two.

Details of Whistleblowing concern	
Type	Whistleblowing Concern

Create extra fields and add as below triggered by a field action on the type.

<p>★ What is the nature of the concern?</p>	<input type="text"/>
<p>★ Service area to which the whistleblowing concern refers.</p>	<input type="text"/>
<p>★ Does this whistleblowing concern include an element of any of the following?</p>	<input type="text"/>

* Has the person raising the concern experienced any detriment?	<input type="text"/>
* Does this whistleblowing concern relate to any issues of patient safety? (select all that apply)	<input type="text"/>
* Has an incident been logged on Datix relating to this concern?	<input type="text"/>
* How was the whistleblowing concern received?	<input type="text"/>
* Date concern was received? (dd/MM/yyyy)	19/06/2020
Date the event occurred? (if known) (dd/MM/yyyy)	<input type="text"/>

Linked to the local incident category list.

The next section relates to the person raising the whistleblowing concern and needs to be kept confidential.

Person raising whistleblowing concern - NB - CONFIDENTIAL	
* Name of person making Whistleblowing concern	<input type="text"/>
* Preferred method of contact	<input type="text"/>
Consent	
* Is this whistleblowing concern being raised on behalf of another person?	Yes
* Has this person given consent to do so?	<input type="text"/>

We decided not to use standard contact form but a free text (string) field instead

Please note that additional text may be required in this section, to emphasise the confidential nature and legal status of the information.

Add a handler, meaning the manager with initial responsibility for responding to the concern.

Additional Information	
Would you like to attach any documents?	<input type="checkbox"/>
Handler	
Handler	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

This section and the Investigator field on the level two form will form the basis of security groups and restriction of access.

Security groups required to protect confidential information

Security to restrict access to information on whistleblowing forms will be based on access to the forms at level two.

Access to forms and the identities of whistleblowers will be restricted by system security groups as follows:

Record access to the person named as the record 'handler'. This will be the manager that has logged the report in Datix on behalf of the whistleblower.

Example of security group coding:

1. Complaints – Type = whistleblowing concern and Manager/handler = '@user_initials' or Investigator = '@user_initials'

Record access to any person added to the record as an 'Investigator' by the handler above.

Example of security group coding:

2. Complaints – Type = whistleblowing concern and Manager/handler = '@user_initials' or Investigator = '@user_initials'
3. Record access to a highly restricted group of system administrators with access to all system records.

The use of 'access to all records' groups should be scrutinised very carefully in the context of whistleblowing records. Extensive testing must be carried out locally to make sure there are no potential breaches of confidentiality. It is recognised that there will always be a need for a small group of system administrators to give access to all records.

This will restrict access to the whistleblower's information to managers and investigators named on the record and to a very limited number of system administrators.

Boards are encouraged to undertake thorough testing of any form designs for user security before implementing.

Level two form

Create a similar level two form.

Details of Whistleblowing concern	
Type	Whistleblowing Concern
* Whistleblowing stage	Early Resolution (Stage 1)
* What is the nature of the concern?	<input type="text" value="test"/>
* Service area to which the whistleblowing concern refers.	Acute Services Division - Emergency Care & Medicine Community Services (East)
* Does this whistleblowing concern include an element of any of the following?	<input type="checkbox"/> Bullying <input type="checkbox"/> Harassment <input type="checkbox"/> Other HR issue
* Other HR issue details	<input type="text" value="test"/>
* Does this whistleblowing concern relate to any issues of patient safety? (select all that apply)	<input type="checkbox"/> Access / Appointment / Admission / Transfer or Discharge <input type="checkbox"/> Confidentiality, Communication or Consent
* Has the person raising the concern experienced any detriment?	<input type="text" value="Yes"/>
* Has an incident been logged in Datix relating to this concern?	<input type="text" value="Yes"/>
* Incident Date was logged	<input type="text" value="01/06/2020"/>
* Incident Ref	<input type="text" value="test"/>
* How was the whistleblowing concern received?	<input type="text" value="Received by letter"/>
Consent	
Is this whistleblowing concern being raised on behalf of another person?	<input type="text" value="Yes"/>
Has this person given consent to do so?	<input type="text" value="Yes"/>

Key Dates	
* Date whistleblowing concern was received? (dd/MM/yyyy)	01/06/2020 
* Date the event occurred? (if known) (dd/MM/yyyy)	<input type="text"/> 
Date whistleblowing concern was closed (dd/MM/yyyy)	<input type="text"/> 
Details of investigation	
Investigator	<div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>  <input type="text"/>
Outcomes and Findings	
Outcome - Early Resolution (Stage 1)	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>  
Outcome - Investigation (Stage 2)	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>  
Findings	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>  
Person raising whistleblowing concern - NB - CONFIDENTIAL	
Name of person making Whistleblowing concern	<input type="text" value="test person"/>
Preferred method of contact	<input type="text" value="e-mail"/>
e-mail address	<input type="text" value="test"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Chair Datix Scottish User Group
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