



WHISTLEBLOWING POLICY

Medic Now

Whistleblowing policy

Introduction

Medic Now is committed to conducting its business with honesty and integrity and aims to achieve the highest possible standards of service and ethical standards in all of its practices.

We expect all workers to maintain the same high standards too; however, all organisations face the risk of things going wrong and sometimes malpractice and wrongdoing can occur. We take malpractice and wrongdoing very seriously and aim to prevent and eliminate any malpractice and wrongdoing within the organisation.

We encourage open communication from all those who work for us and we want everyone to feel secure about raising concerns, therefore encourage all workers to raise any concerns they may have about malpractice or wrongdoing within the organisation freely and without fear of detriment or dismissal to enable us to eliminate and prevent wrongdoing or malpractice within the organisation.

All workers have protection under whistleblowing laws if they raise concerns in the correct way. This policy is designed to give all workers that opportunity and protection. It does not matter if an individual who raises a concern is mistaken about it—workers do not have to prove anything about the allegation they are making, but they must reasonably believe that the disclosure is made in the public interest and that the information they have tends to show some malpractice. In addition, all workers have a responsibility to ensure they disclose any suspected danger or wrongdoing.

We will treat any concerns raised seriously and will protect and support any individual who makes a disclosure in line with this policy.

This policy does not form part of any contract; Medic Now reserves the right to amend this policy at any time without prior notice.

Who can raise a concern under this policy?

This policy applies to all current and former employees, workers, agency workers, officers, consultants, contractors of our business, including home workers, trainees, apprentices, agency workers, casual workers and limited company contractors.

No qualifying length of service is required in order to raise a concern under this policy.

When to use this policy

This policy should be used to report concerns of malpractice or wrongdoing in relation to workplace activities where you have information which you reasonably believe tends to show one or more of the following:

- That a criminal offence has been committed, is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject
- That a miscarriage of justice has occurred, is occurring or is likely to occur
- That the health or safety of an individual has been, is being or is likely to be endangered
- That the environment has been, is being or is likely to be damaged
- Bribery under our [Anti-corruption and Bribery Policy](#)
- Financial fraud or mismanagement
- Negligence
- Breach of our internal policies and procedures
- Conduct likely to damage our reputation
- Unauthorised disclosures of confidential information

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- That any of the above malpractices have been, are being or are likely to be deliberately concealed. This applies whether the malpractice has already occurred, is currently in progress, or is likely to happen in the future

You must reasonably believe that the disclosure is being made in the public interest.

It doesn't matter if you are mistaken about your concern, but you must have information that tends to show some malpractice or wrongdoing rather than an opinion or a feeling.

Disclosures that are not covered by this policy

You will not qualify for protection under this policy if you commit an offence in making the disclosure, or if you disclose a matter that is subject to legal, professional privilege (for example, correspondence between Medic Now and our lawyers regarding a specific case).

If your concern relates to your own treatment as a worker for Medic Now including personal circumstances at work such as bullying, harassment and discrimination, you should raise it under our grievance procedure instead, unless you reasonably believe that the matter is in the public interest.

Please view our [Complaints Policy here](#).

If you wish to raise a concern of suspected malpractice or wrongdoing in relation to a hirer's activities you may need to raise the concern directly with the hirer instead.

Any other concerns about our services generally which are not related to the types of wrongdoing or malpractice covered by this

How to raise a concern

- Concerns can be raised directly with local NHS managers.
- If, for any reason, you feel that you cannot tell your local NHS manager then the following options are also available:
 - » Concerns can be raised with Medic Now via the feedback Inbox: feedback@yourworld.com
 - » Or via Medic Now's Clinical Advisory team: casupport@yourworld.com
- If the whistleblowing concern relates to Medic Now's internal processes, the HR team will be available to assist and can be contacted at hr.helpdesk@yourworld.com
 - » The whistleblower can report their concern to a prescribed person or body
 - » If you have made a disclosure and are still concerned, or the matter is so serious that you feel you cannot discuss it with either of the above, you should raise the matter with the following member of Medic Now management: Sam Lea, Head of People Resources, sam.lea@yourworld.com
- A disclosure of a concern can be made by telephone, in person or in writing (including by email). However, it is preferable for the disclosure to be made in writing so that we can keep an exact record of your concern
- You are not expected to prove the truth of your concern beyond reasonable doubt or provide any evidence; however, you will generally need to provide the following information as a minimum:
 - » the nature of the concern
 - » why you believe it to be true
 - » the background and history of the concern
 - » relevant dates where possible

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- You can raise any concerns anonymously; however, we encourage you to give your name when reporting your concern wherever possible, because it may be more difficult for us to protect your position or give you feedback on the outcome of investigations if you choose to remain anonymous. If you choose to remain anonymous, we will preserve your confidentiality unless the law requires otherwise. We will only make disclosures to third parties or other workers with your consent
- You may wish to consider discussing your concern with a colleague before raising it formally under this policy. You can also choose to raise a concern under this policy alone or with a colleague; however, it is in the interests of all parties to maintain confidentiality once you have raised a formal concern

How we respond to concerns raised under this policy

We are committed to ensuring that all disclosures raised in accordance with this policy will be dealt with objectively, consistently, fairly and professionally.

We will take the time to listen to any issues raised and arrange a meeting as soon possible to discuss your concern (unless the concern has been raised anonymously). The aim of the meeting will be to establish the background and facts in order to help us decide whether and how to carry out any subsequent investigation. We may ask you for further information about the concern raised, either at this meeting or at a later stage.

Any concerns you raise in line with this policy will be recorded.

After the meeting, we will decide how to respond. This will usually involve making internal enquiries in the first instance, but it may be necessary to carry out an investigation at a later stage which may be formal or informal depending on the nature of the concern raised. We will endeavour to complete investigations within a reasonable time.

We will keep you informed of the progress of the investigation as it is carried out and when it is completed, and give you an indication of the timescale for any actions or next steps that we may take. We cannot inform you of any matters that would breach any duty of confidentiality owed to others.

We will consider any concerns raised anonymously at our discretion, taking into account factors such as the seriousness of the issue raised, the credibility of the concern and the likelihood of confirming the allegation from other sources. However, concerns that are expressed completely anonymously are much less powerful and are difficult to investigate. It may also be difficult for us to provide you with feedback if you cannot be contacted.

If disciplinary or other proceedings follow the investigation, we may need to ask you to come forward as a witness to help us take appropriate action to end the wrongdoing.

Confidentiality

All concerns raised will be treated as confidential and every effort will be made not to reveal the identity of any individual who raises a concern. Unless the law requires otherwise, we will only make disclosures to third parties or other workers with your consent and will comply with the Data Protection Act 1998 at all times.

Raising your concern externally (exceptional cases)

The main purpose of this policy is to give all our workers the opportunity and protection they need to raise concerns internally. We would expect that in almost all cases raising concerns internally would be the most appropriate course of action in order to resolve the issue.

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However, if for whatever reason you feel you cannot raise your concerns internally and you reasonably believe the information and any allegations are substantially true and in the public interest, the law recognises that it may be appropriate for you to raise the matter with another approved person, such as a regulator, professional body, or an MP.

A list of the relevant prescribed people and bodies that you can raise a concern with is available on the GOV.UK website via this link: [relevant prescribed people and bodies](#).

We strongly encourage individuals to seek appropriate advice before reporting a concern to an external person. [Protect](#) (formerly known as Public Concern at Work) is the UK's whistleblowing charity and aims to stop harm by encouraging safe whistleblowing. It is a source of further information and advice. They operate a confidential helpline. ACAS also operate a free confidential helpline that you can contact for advice. The contact details for both organisations are set out in the information and contacts section below.

Protection and support for those raising concerns

We hope that all workers will feel able to voice their concerns freely under this policy.

- Medic Now is committed to good practice and high standards and to being supportive of workers who raise genuine concerns under this policy, even if they turn out to be mistaken
 - » Any individual raising a genuine concern must not suffer any detriment as a result of doing so. If you believe that you have suffered such treatment, you should inform Sam Lea, Head of People Resources, sam.lea@yourworld.com immediately
- Medic Now will not tolerate any harassment or victimisation of individuals who raise concerns about wrongdoing or malpractice in the workplace. No member of staff or workers may threaten or retaliate against an individual who has raised a concern. Any person involved in such conduct may be subject to disciplinary action
- To ensure the protection of all our staff and workers and the integrity of our business, those who raise a concern frivolously, maliciously and/or for personal gain and/or make an allegation they do not reasonably believe to be true and/or not made in the public interest may also be subject to disciplinary action
- If you are not happy with the way in which a matter has been addressed or dealt with you should raise it formally using our [complaints procedure](#). Workers for Medic Now can use our grievance procedure to address the issue instead

Further information and contacts

If you have any queries about the application of this policy, please contact Sam Lea, Head of People Resources, sam.lea@yourworld.com in the first instance.

Protect is a source of further information and advice. It also provides a free helpline offering confidential advice on 020 3117 2520. Further information is available on their website at <https://protect-advice.org.uk/>

The Advisory, Conciliation and Arbitration Service (ACAS) also has a free helpline that you can contact for further advice. The ACAS telephone number is: 0300 123 1100 and the helpline is open Monday to Friday from 8am to 6pm. The website can be found here: www.acas.org.uk.

If you are a member of a recognised trade union, you can also seek information and advice from your trade union representative.