

Briefing presentation to nursing
and midwifery students:

Raising and Escalating Concerns

Professional Duty of Candour



**London
South Bank
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EST 1892

Raising concerns by a student

The NMC states that nurses and midwives have a professional duty to report any concerns from the workplace that put the safety of people in their care or the safety of the general public at risk.

The NMC are clear that these principles apply to nursing and midwifery students in the same way that they do to registrants.

NMC (2015) *Raising Concerns: Guidance for nurses and midwives*

NMC (2015) The code: professional standards of practice and behaviour for nurses and midwives.



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Areas of concern

Concerns can be raised about a wide range of situations that might put health and wellbeing at risk

- Danger or risk to health and safety, such as health and safety violations
- Issues regarding: staff conduct, such as unprofessional attitudes or behaviour, including concerns related to equality and diversity
- care delivery involving nurses, midwives or other staff members
- the environment of care in the broadest sense, such as resources, products, people, staffing or organisation-wide concerns
- the health of a colleague, which may affect their ability to practise safely
- Misuse or unavailability of clinical equipment, including lack of adequate training
- Financial malpractice, including criminal acts and fraud.



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What a student should do

- Inform their Practice Mentor, Ward/Service Manager, Practice Assessor*, Practice Supervisor*, Link Lecturer, Academic Assessor*, Personal Tutor and/or Course Director **immediately** if they believe that they, their colleagues, or anyone else is putting someone else at risk of harm.
- Seek help **immediately** from an appropriately qualified professional if someone for whom they are providing care has suffered harm for any reason
- Seek help from their Practice Mentor, Ward/Service Manager, Practice Assessor*, Practice Supervisor*, Academic Assessor* or Link Lecturer if people indicate that they are unhappy about their care or treatment.

**role titles from September 2019*



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Policy and process

All Trusts/care organisations have their own policies and guidance regarding raising and escalating concerns and safeguarding patients/clients and others. These policies will be followed when any concern is raised even if it was initially raised through the University only.

If a student raises a concern they will be fully supported by the Trust/care organisation and the University throughout the ensuing process.



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Duty of Candour

All healthcare professionals must be open and honest with patients and service users when something goes wrong. This could involve:

- Telling a patient (or their carer when appropriate) when something goes wrong
- Apologising to a patient (or their carer where appropriate)
- Offering appropriate support to put things right (if possible)
- Explain fully to the patient (or carer where appropriate) the short and long term effects of what has happened

GMC and NMC (2015) *Openness and honesty when things go wrong.*

NMC (2015) The code: professional standards of practice and behaviour for nurses and midwives.



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Support for students

Students will be supported by the Trust/care organisation and the University in fulfilling their duty of candour.

The Trust/care organisation and LSBU will also work together to quickly investigate and analyse the incident so that lessons can be learnt, patients can be protected from future harm and future students can be better prepared and supported while in practice.

References and further reading

- General Medical Council and Nursing and Midwifery Council (2015) Openness and honesty when things go wrong: the professional duty of candour. London: GMC/NMC.
- Nursing and Midwifery Council (2015) Raising concerns: guidance for nurses and midwives. London: NMC.
- Nursing and Midwifery Council (2015) The code: professional standards of practice and behaviour for nurses and midwives. London: NMC.

