



Raising and escalating concerns guidance for students

NMC Raising Concerns: Guidance for nurses and midwives (NMC 2018) identifies that as a student you have a duty to report any concerns from your practice learning experience / environment which puts the safety of people in your care or the public at risk. We recognise that it is not easy for you to raise a concern; you may be worried if you are doing the right thing, unsure what to do or worried about the consequences for you and other people. This guidance does not replace NMC Raising Concerns (<https://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/>) or local NHS whistleblowing policy but should be considered in conjunction with this guidance.

This guidance aims to:

- encourage you as a student to feel confident in raising concerns and to question and act upon concerns about practice in accordance with NMC Raising Concerns: Guidance for nurses and midwives (NMC 2018)
- Reassure you that if you raise a concern Brunel University London the Approved Education Institute (AEI) will support you at every stage of the process;
- Provide advice about how you may go about raising a concern;
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.

This guidance is intended to cover incidents which cause concern and where you think the safety and well-being of those in your care or others may be put at risk, for example (this list is not exhaustive):

- Issues regarding care delivery involving nurses / midwives or other staff members;
- Issues regarding staff conduct, such as unprofessional behaviour;
- Danger or risk to health and safety, such as health and safety violations;
- Misuse or unavailability of clinical equipment or lack of training;

- Financial malpractice, including criminal acts and fraud.

In effect, any concerns that you have about any aspect of service provision or patient care. This may be something that:

- Makes you feel uncomfortable in terms of known standards, your experience or the standards you believe the NMC subscribes to,
- Falls below standards of practice,
- Amounts to improper conduct.

The NMC Raising Concerns Guidance (2018) has specific areas that relate to the responsibilities of a student

Points 8 and 9 Nursing and midwifery students:

8.0 The principles in this guidance apply to student nurses, midwives and nursing associates in the same way that they apply to registered nurses, midwives and nursing associates. To uphold these principles, you should act as set out below in the following situations.

8.1 Inform your mentor¹, tutor or lecturer immediately if you believe that you, a colleague or anyone else may be putting someone at risk of harm.

8.2 Seek help immediately from an appropriately qualified professional if someone you are providing care for has suffered harm for any reason.

8.3 Seek help from your mentor, tutor or lecturer if people indicate that they are unhappy about their care or treatment.

9.0 We recognise that it might not be easy for you to raise a concern; you may not be sure what to do or the process may seem quite daunting. If you want some advice at any stage, we recommend that you talk to your university tutor or lecturer, your mentor or another registered nurse, midwife or nursing associate in your practice area. You can also speak to your professional body, trade union or Public Concern at Work (PCaW), who can offer you valuable confidential advice and support.

How should you raise a concern?

NMC Raising Concerns: Guidance for nurses and midwives (NMC 2018) identifies that you seek help immediately from an appropriately qualified professional.

¹ Mentor has been replaced by Practice Assessor and Practice Supervisor (NMC,2018)

- Inform your Practice Assessor (PA) or Practice Supervisor (PS), Practice Education Manager (if able) and your Practice Link Tutor (PLT) lecturer at the earliest time possible.
- Write down exactly what you see and hear and give this to your academic lecturer (remember to maintain patient confidentiality).

Step 1

Raise concern with your PS, PA or Practice Education team for the Trust and the PLT.

Concerns should be raised verbally with the Link Lecturer and document your concerns providing a factual account and discuss with your PLT.

The earlier concerns are made the easier it will be to take action.

Step 2

Your PLT will discuss the Practice Education Team and gain more detail about your concern or incident.

This will give the PLT an opportunity to ascertain if the concern or incident can be dealt with by practice incident reporting process and may be escalated to the programme lead and Brunel's practice education lead. Senior nurse management will also be informed.

Step 3

The programme lead, practice education lead and practice education team for the respective trusts will discuss if you need to be removed from the placement area and found an alternate learning environment will be found. An investigation into your concerns will be carried out and action taken as appropriate.

The AEI and you will be informed of the outcome of the investigation.

Step 4

If you and the AEI feel the concerns have not been sufficiently addressed by the investigation you or the AEI will escalate to a higher level such as Nurse Director, Matron or lead senior nurse.

Step 5

If your concerns is a serious incident, involves more than one incident and is likely to have legislative, professional or disciplinary in nature the chief nurse will take immediate action and refer this to the Trust Directorate of Nursing for further investigation.

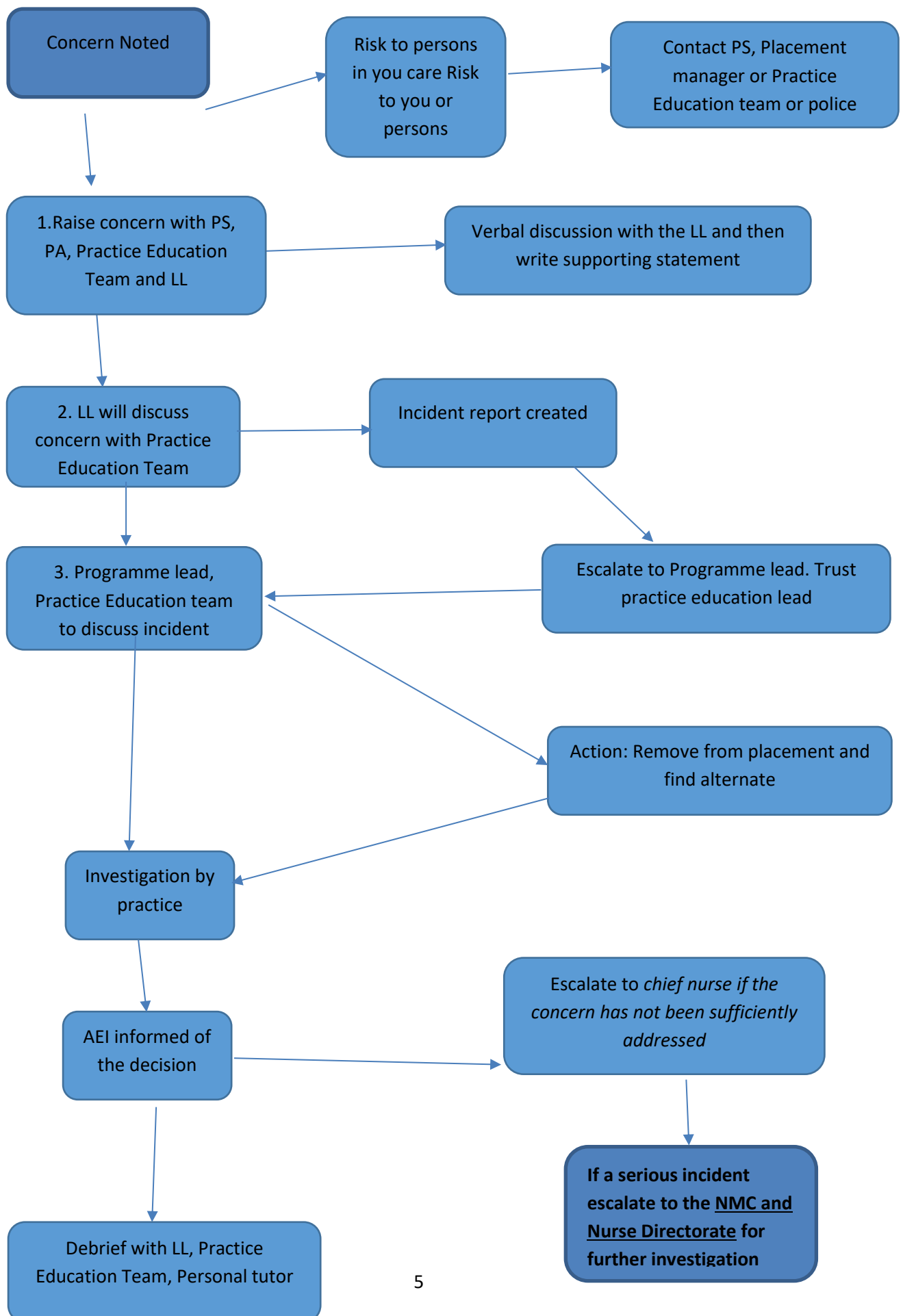
Immediate Concerns

If you feel the incident involves immediate risk to the person (s) in your care you must report immediately to an appropriate person of authority immediately. This could include, PS/PA, Practice Education team or PLT. You may also consider contacting the NMC, Director of Nursing or Police depending of the nature of the concern

Support you can expect from the AEI

- The AEI will listen to your concerns
- Help record your concerns and develop a factual statement
- Guidance on the steps to raising and escalation of concerns
- Support at meetings held by the placement areas in respect to the concerns
- Reallocation of placement area as required
- Regular meeting with the AEI while the concerns are investigated and after in respect of the result of the investigation
- Brunel University will also inform other AEIs is the situation affects their students practice experience if placed in the same area as you.

The flow chart below is a step by step process to facilitate you raising concerns



Reference

NMC (2019) Raising Concerns <https://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/>

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