

Scottish Government

Briefing Note

Letter from individual noted now as AZ containing allegations of mismanagement within SJH resulting in staff feeling pressured to manipulate ED performance stats.

October 13th 2017

On 11th October 2017, Tim Davison, Chief Executive NHS Lothian received an email containing allegations of misconduct and wrongdoing in relation to the management of 4 hour unscheduled care performance measures in the Emergency Department at St John's Hospital.

This member of staff who raised these issues has been advised that their concerns will be investigated under the auspices of the Board's Whistleblowing Policy.

Earlier this week verbal allegations were also received by Chief; Acute regarding alleged pressure on staff to improve performance and manipulate ED performance data at RIE

NHS Lothian considers the issues contained within these allegations to be of a very serious nature and as such require formal, independent and robust review,

Background

It should be noted that routinely Emergency Department Performance Stats can be legitimately validated and edited when linked to a number of agreed pathway issues. Validated protocols are in play across NHS Scotland Emergency Departments to allow this.

As part of NHS Lothian's Access Governance processes we identified a requirement for consistent and validated processes to be established and monitored in this area. Access Governance Committee have developed, signed off and deployed a Standard Operating Procedure to be used by relevant staff and 'spot audits are undertaken to monitor compliance.

NHS Lothian Response

Following receipt of this email by Chief Executive the following actions have been progressed

1. People briefed on letter

Deputy chief executive

Chairman

Non Executive Director with lead responsibility for Whistleblowing

Partnership Director

Chief Officer; Acute

SG Performance Director

2. Establishing a Senior & Transparent Process

Discussions with NHS Chief Executive and Chairman and Deputy Chief executive

established the following approach.

A formal review of the AZ letter and its contents took place at a meeting (PSAEG) yesterday afternoon 12/10/17. At this session which included NHS Lothian's Chairman, Deputy Chief Executive and a number of Directors saw the following actions agreed;

- a. DCE will commission an internal Audit. Auditors will be asked to undertake a formal programme of audit across our EDs & Front Door department;**
 - St John's Hospital, (first phase)**
 - Royal Infirmary of Edinburgh**
 - Western General Hospital**
 - Royal Hospital for Sick Children**
- b. The audit will focus on the allegations within the letter and will also include 'culture check' component. A senior non Executive Director will join the Internal Audit Review Team as well a consultant in Public Health.**
- c. This audit will commence early next week, a completion date for this is not detailed yet but will be clarified on Monday, target is within 7 -10 working days. This audit report will be submitted to DCE and then will be formally submitted to NHS Lothian's Chair, Chief Executive Officer & Non Executive Director with lead responsibility for Whistleblowing and will be subject to formal review thru NHS Lothian's Governance processes. The report will be shared with SG and as will any proposed actions where required.**
- d. This audit programme will be extended at the completion of this phase to cover all NHS Lothian Acute Hospitals, this comprehensive review is targeted to complete in late November**
- e. NGS Lothian Comms team is liaising with SG Comms and draft statement has already be sent to SAH team.**
- f. DCE will liaise with SG Performance Director regularly next week to brief progress.**

Jim Crombie

Deputy Chief executive

NHS Lothian