Healthcare Improvement Scotland (HIS) process for responding to concerns

Stage 1 (Initial assessment)
Internal Assessment Group (IAG) members from across HIS are made aware of the concern(s) by Responding to Concerns team (RTC) and asked to review information received

Stage 2 (Initial response)
There are three options available in response to a concern raised

Not within HIS's remit (advise individual to follow local processes or refer to another organisation)

NHS Board is contacted via letter to alert them of concerns raised and to seek a response

Concern is considered potential immediate risk to patient safety. Member of HIS Executive Team calls the NHS Board for urgent response. This is followed up by a letter to NHS Board asking for written response to concerns

Stage 3 (Assessment of information)
RTC team seeks any relevant intelligence held by other organisations in relation to the NHS Board and potential concerns. IAG considers this information and the response from NHS Board and agrees next steps based on level of assurance re safety and quality of care and that concerns (if realised) have been/are being managed, with appropriate governance

IAG is assured by response and no further assessment is required. Case is closed

Another organisation is undertaking work – await outcomes to inform if anything further is required via RTC

Further information is requested from the NHS Board / meeting held with NHS Board to seek assurance

Actions/recommendations are identified for the NHS Board

Insufficient progress – refer to HIS escalation process

Actions completed and case is closed

Stage 4 (Activity/intervention required)

IAG recommends function within HIS to lead on further action to support improvement (eg iHub support or quality assurance activity)

RTC case is closed and handed over to relevant HIS function