



Resolution

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FOI_4994

The following information was requested on 17 March 2021:

- 1. How many reports did you receive from whistleblowers in 2019 and in 2020?*
- 2. How many people do you have in your organisation that are trained/permitted to take reports from whistleblowers?*
- 3. What training have the people in question number 2 received in whistleblowing?*
- 4. What cost, if any, was there for this training?*
- 5. Which organisation delivered each course?*
- 6. What is the name of the person that arranged this training and what is their email address?*
- 7. What methods do you have for whistleblowers to contact a person that is authorised to take their report and what are the specific details of these, i.e., email addresses, telephone numbers etc?*
- 8. What are the email addresses for the people authorised to receive whistleblower reports?*
- 9. How many whistleblowers have left the organisation within 12 months of making a report?*
- 10. How many whistleblowers have made an allegation of 'detriment' against your organisation?*

Our Response

I should explain that NHS Resolution is not a prescribed body and is unable to investigate or deal with concerns which are classified as 'whistleblowing' raised on behalf of NHS staff. As you may know, the law sets out several criteria that must be met for raising concerns to qualify as whistleblowing and as such when they raise and report a concern (to be able to claim the protection that accompanies it). There is a defined list of ['prescribed persons or bodies'](#) who whistleblowers can make a protected disclosure.

NHS Resolution is an Arm's Length Body. Our purpose is to provide expertise to the NHS on the management of claims, resolving concerns fairly, share learning for improvement and preserve resources for patient care.

We provide the following core services to our customers:

- The Claims management teams delivery expertise in handling both clinical and non-clinical claims to members of our indemnity schemes.
- The Practitioner Performance Advice Service provides advice, support and interventions in relation to concerns about the individual performance of doctors, dentists and pharmacists.
- The Primary Care Appeals Service offers an impartial tribunal service for the fair handling of primary care contracting disputes.

We do recognise that having an open culture where staff members feel confident to speak up when things go wrong and to raise concerns is one of the key elements of ensuring a safe and effective workforce and the provision of safe patient care. We do have a raising concerns policy and are keen for our own staff to raise concerns as necessary but these are not classified as whistleblowing for the reasons we have described above.

NHS Resolution cannot assist individuals with local concerns and, generally, our experience shows it is best for issues to be addressed locally where appropriate action can take place quickly and effectively.

On that basis we cannot answer the questions you have posed as we are not a designated body to receive reports.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

<https://ico.org.uk/>