

RAISING CONCERNS ON CLINICAL PLACEMENT: Student Guidance

We take student's concerns relating to placement or patient safety very seriously and you can use the [Report + Support](#) platform to alert us. This page will guide you through the process and explain how we manage your concerns.

Report + Support provides options to enable you to access support and guidance, to make a report either with or without your personal details and to ensure that your placement concerns are investigated and addressed.

What should I do if I have concerns about a clinical placement?

Step 1: Ensure patient, student and staff safety

- Be aware that Report + support is **not** an emergency service.
- If immediate action is needed and students, patients, staff or members of the public are at risk of harm, you should immediately inform on site clinical placement staff and follow local safety processes or seek emergency services support.

Step 2: Discuss your concerns with someone you can trust

- Speak to your clinical supervisor, practice educator or assessor, GP tutor or any member of the clinical team on placement or someone you trust as soon as you can. Discussing your concern with someone can provide additional insight and will ensure you have support as you raise your concerns.

Step 3: Raise your concerns via Report and Support

- Once there is no risk to safety and any immediate action required has been taken, please complete the online [Report and Support](#) form. You can also ask a member of staff to do this for you if you prefer.
- There is more guidance and links to services and organisations who can offer additional advice on the Report and Support page.

What type of placement concern can I raise through report and support?

You can raise concerns about patient safety and safeguarding, bullying and harassment, professional behaviour, welfare concerns or any other educational incidents. There is more information about the confidential and supportive nature of the Report and Support process and professional responsibilities for raising concerns in healthcare in our Raising concerns on clinical placement: Frequently Asked Questions document.

How do I raise concerns about academic or other organisational placement issues?

For concerns about academic or other placement issues (e.g. timetabling, assessment, broader learning experience), please contact the University clinical placements team, your clinical placement lead or programme director directly. Please also ensure that any end of placement feedback is submitted, as this is carefully reviewed and actioned.

How can I seek support for concerns that are not related to placement?

You can use Report + Support to raise concerns if you have experienced [bullying and harassment](#), discrimination, a hate incident/hate crime, sexual violence or have welfare concerns about other staff or students that are occurring at City St Georges.

For personal welfare concerns you can access [Student support services | Student Hub | City St George's, University of London](#) or contact your academic advisor or other members of your programme team (academic or professional services) or your programme director directly for advice and support about any other concerns

What happens after I have reported a concern?

Step 4: Student support and guidance

- The Report & Support system will automatically acknowledge your report.
- You will be contacted by an appropriate member of the student welfare team to support you and guide you through the available options for addressing your concerns.
- You may also be contacted in confidence by other appropriate members of the School of Health and Medical Sciences team, depending on the concerns that have been raised to investigate and act following your report.
- Your name and details will be treated in the strictest confidence and only staff directly managing your concern will have access to this information.
- Your placement team, supervisor, academic programme team and other University staff you feel able to speak to, will also be able to continue to provide support.
- Concerns about fellow students will be directed to the student welfare services team for appropriate support and onward referral.

Step 5: Investigation and action

- All reports of patient safety concerns and educational incidents on placements will be communicated to the Academic Directors for Practice (ADP) for your Programme, for triage, further investigation and delegation or management.
- What happens next will depend on the nature and severity of the concern raised:
- The highest-level concerns regarding the safety of students, patients or staff or breaches of legal, ethical or professional standards of behaviour will be escalated to the most senior staff within the Trust / healthcare provider and within City St Georges, to Safeguarding leads and the Associate Dean for Partnerships and Placements.
- Other concerns will be investigated by Course Directors, clinical placement leads and other academic, clinical and professional staff as appropriate. You may be asked to provide additional information in confidence, to support the investigation.
- The welfare team, your placement team, academic programme team, personal tutor and other University staff will also be able to continue to provide ongoing support, if this is required.
- Following the investigation any learning and recommendations will be communicated and implemented via the University, clinical placement teams or placement provider, to improve practice.
- Incidents may be reported to NHS England (NHSE WTE) Care Quality Commission (CQC), Professional, Statutory and Regulatory Bodies (PSRB) and within the School and University in line with statutory requirements and University policies/procedures.

Step 6: Keeping you informed

- Wherever possible and within the bounds of confidentiality and legal constraints, you will be informed of the outcome of the investigation and any action taken.

Step 7: Review and Governance

- A timescale will be agreed for review of any actions required by the university, clinical placement team or placement provider.
- City St George's will maintain an anonymised record of serious concerns and incidents, including actions and outcomes. Key themes and issues arising will be reported to NHSE WTE, relevant university committees and to clinical providers for shared learning and quality improvement.