

Raising Concerns on clinical placement: Frequently Asked Questions

What kind of placement concern can I raise through Report + Support?

Patient safety and safeguarding

Please let us know if you have reason to believe that patient safety or standards of care are not being met at the hospital, practice or clinical setting where you are on placement. You may sometimes be asked to also report it via an NHS/placement process (e.g. DATIX), but it is important we are aware as well. We don't expect you to have to report it twice, so agree with the placement team in such instances who is doing which report (e.g. staff member does DATIX, student R&S, or vice versa).

Bullying and harassment or educational incidents

If you have experienced bullying, harassment, discrimination, a hate incident/hate crime, sexual violence or an episode which causes discomfort or concern during your learning or are concerned about a student or staff member who has experienced these, you can report it here.

Professional behaviour

Concerns about unprofessional behaviour by a healthcare professional or healthcare student may also be raised. Please note that we can only investigate or act where sufficient detail is provided.

Welfare concerns for a fellow student

Students or staff members who are concerned about students who are experiencing any of the issues described under the Student Welfare Concerns category, or where there is a safeguarding concern, can also report their concerns.

How do I raise concerns about academic or 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, or 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 do I raise concerns occurring in the University rather than on placement?

As previously, you can also use **Report + Support** to raise concerns if you have experienced bullying, 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.

If you don't feel that your concern fits into any of the above categories, you can still submit the form or contact an appropriate member of your programme team (academic or professional services), including the course director directly.

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) for advice.

Will my concern be treated in confidence?

Yes. Your name and details will be treated in the strictest confidence and only staff directly managing your concern will have access to this information.

Can I raise a concern without providing my personal details?

Concerns may be submitted anonymously, and all reports will be reviewed and acted upon in accordance with established procedures, regardless of whether the individual reporting chooses to disclose their identity. If you choose to make a report without personal details, we will not be able to provide you with direct support or take any formal action to address the concerns other than in cases where there are some identifiable details, and the risk to self or others justifies breaching confidentiality.

What are my professional responsibilities?

All healthcare professionals and students have a duty as stated by their Professional Statutory Regulatory Bodies (PSRB) to raise concerns where they believe that patient safety or care is being compromised by the practice of colleagues or the systems, policies and procedures in the organisations in which they work. All healthcare providers and clinical educators should be encouraging and supporting a culture in which staff and students can raise concerns openly and safely.

Will my concern be kept on record?

All concerns raised through the Report + Support system are logged and stored within the Report and Support Platform. This is a confidential platform which exists to monitor the progress of actions taken to address the concern and to inform annual improvement plans as part of the City St Georges Quality Assurance procedure. Reports and incidents from clinical placements will also be recorded in this way within the university.

To support mandatory reporting to external bodies (regulatory bodies and NHS England), anonymised information including the nature of the complaint, outcome and actions will be and additionally stored in a confidential spreadsheet managed by the Associate Dean for Partnerships & Placements, the academic directors of practice, and senior members of the placement professional services team.

Report and support won't collect, store or process any information that goes against the [Report and Support Privacy Notice](#).

Is raising a concern classed as making a complaint?

No. City St George's has an institutional process for students wishing to make a complaint available on the [Concerns and Complaints Procedures](#) pages of the City St George's Student Hub.

Additional guidance

Further information about the Report and Support service is provided in the [Frequently Asked Questions](#), including information about [Maintaining Confidentiality](#) and the [Duty of Care Guidance](#)

Course-specific guidance

MBBS and MPAS

[Raising and acting on concerns about patient safety - professional standards - GMC](#)

[Professional behaviour and fitness to practise - GMC](#)

Nursing and Midwifery

<https://www.nmc.org.uk/standards/guidance/raising-concerns-guidance-for-nurses-and-midwives/>

Allied Health Professionals

[Standards of conduct, performance and ethics | The HCPC](#)

Optometry:

<https://optical.org/standards-and-guidance/guidance/speaking-up.html>

Psychology

[Code of Ethics and Conduct | BPS](#)

Healthcare Sciences

[-006-Standards-of-Proficiency-for-Healthcare-Science-Practitioners-v1.3-June-2023.pdf](#)

Other external mechanisms to report concerns

[Give feedback on care - Care Quality Commission](#)