



Report Title **GUARDIAN ACTIVITY REPORT**
Report for : **NHS HIGHLAND HEALTH BOARD**

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Report Date : **31/07/2021**



<u>Visits</u>	This Month	This Year
No of case related visits	0	7
No of promo / comms visits	4	32

<u>Outcomes</u>	This Month
Written / Verbal Outcome	1
Ongoing	7
Chose not to pursue	0

<u>Contact</u>	This Month	This Year
Email	65	200
Telephone	51	181
Face to face	0	7

<u>Themes</u>	This Month	This Year
Patient Safety / Quality	0	1
Management Issue	5	29
System and Process	2	10
Bullying and Harrassment	1	9
Discrimination / Inequality	0	0
Behaviour / Relationship	0	8
Staff Safety	0	0
Other	0	3

<u>Themes (Other)</u>	This Month	This Year
COVID	0	0
Fraud	0	0
Other	0	0

<u>Cases</u>		
This Month	No of new cases	8
This Month	No of cases closed	6
Year to Date	Total no of cases	60
Year to Date	No of cases open	37
Year to Date	No of cases closed	23

<u>Open cases</u>	Num
Red open cases	0
Amber open cases	3
Green open cases	34
No Risk open cases	0
Total No of open cases	37



Case Activity By Month

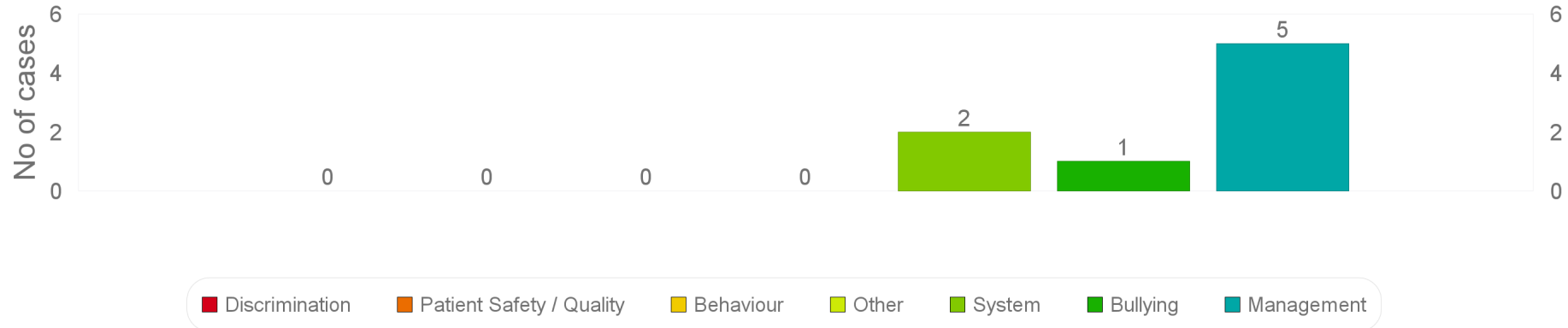


Cases Year To Date

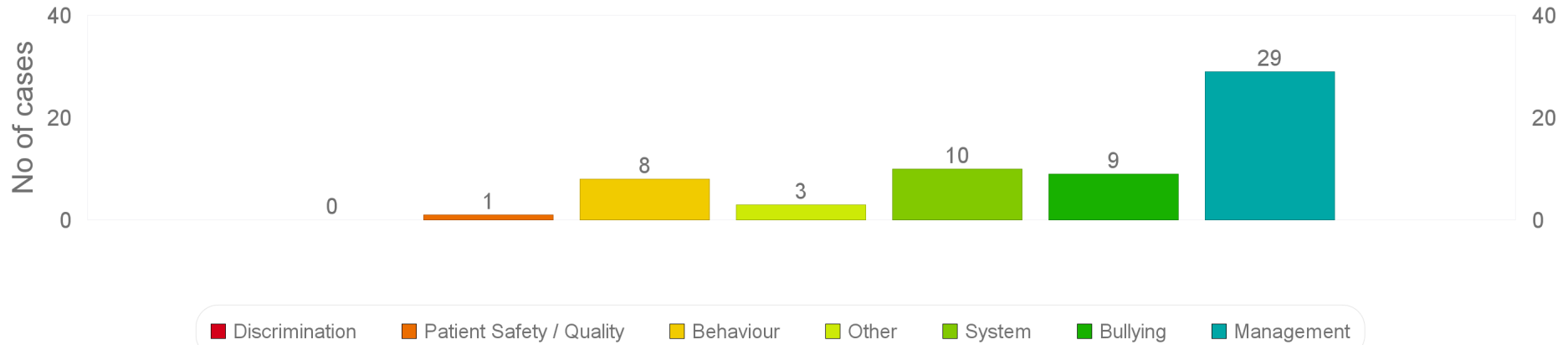




Case Themes This Month



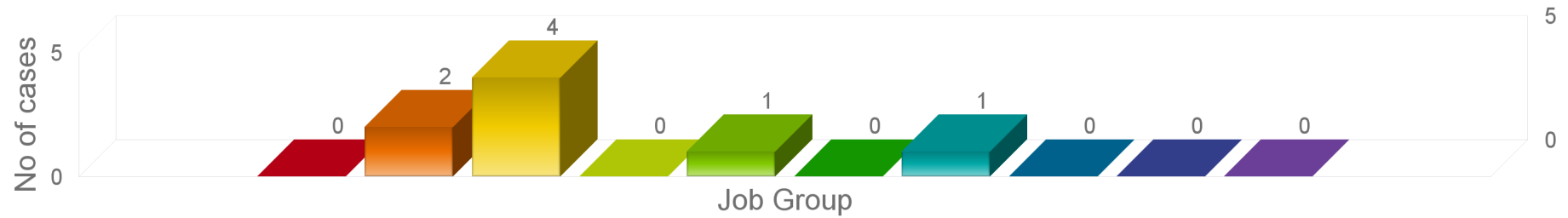
Case Themes YTD



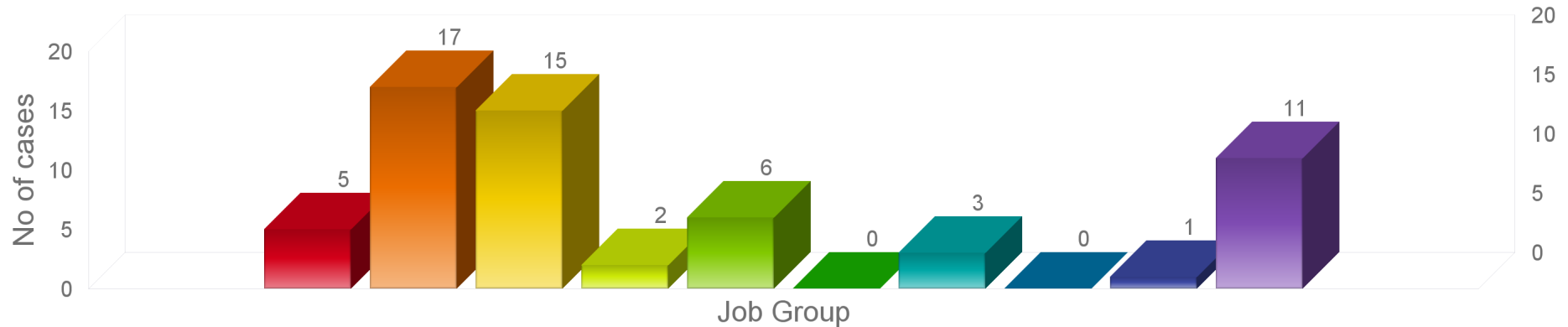


Cases by Job Group This Month

- Additional Prof.
- Additional Clinical Services
- Administrative and Clerical"
- Estate and Ancillary
- Allied Health Professional
- Healthcare scientist
- Medical and Dental
- Students
- Not Disclosed
- Nursing and Midwifery

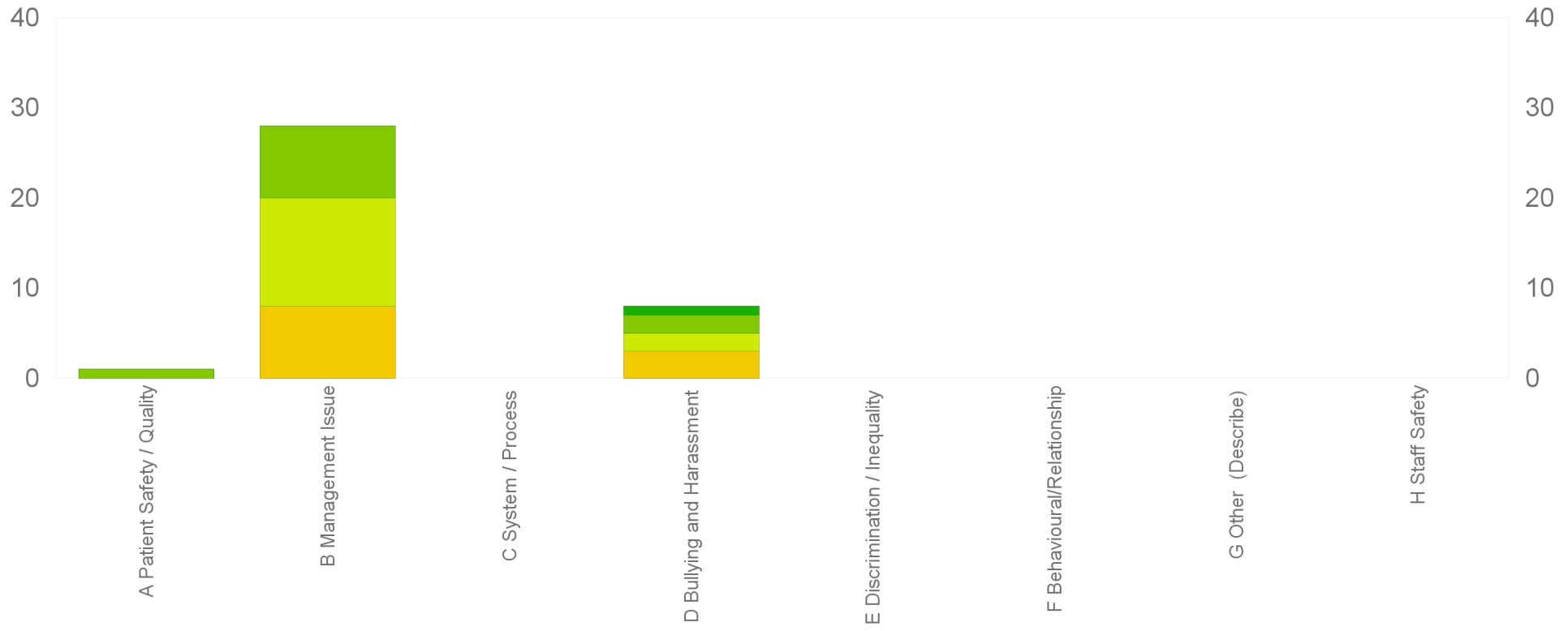
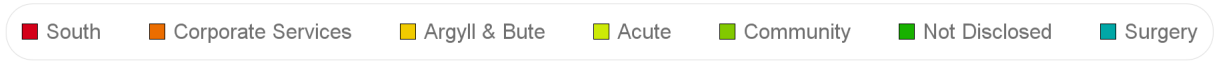


Cases by Job Group YTD





Cases By Directorate / Themes





JUL 2021

Case status by outcome

Case Number	Start Month	Open	Closed	Written/ Verbal Outcome	Ongoing	Chose not to pursue
H53-21	Jul	1	0	0	1	0
H54-21	Jul	1	0	0	1	0
H55-21	Jul	1	0	0	1	0
H56-21	Jul	1	0	0	1	0
H57-21	Jul	1	0	0	1	0
H58-21	Jul	1	0	0	1	0
H59-21	Jul	0	1	1	0	0
H60-21	Jul	1	0	0	1	0
Totals		7	1	1	7	0

Why use the Guardian service? (Year To Date)

Reason	Number	Percentage
A Fear of damage of career	6	10.00%
B Fear of losing job	6	10.00%
C Fear of reprisal	6	10.00%
D Believe they will not be listened to	9	15.00%
E Believe the organisation will not take action	15	25.00%
F Have raised concern but have not been listened to / nothing done	18	30.00%
Total	60	100.00%

Confidentiality	Number	Percentage
1 Keep it confidential within Guardian Service remit	48	80.00%
2 Permission to escalate with names	7	11.67%
3 Permission to escalate anonymously	5	8.33%
Total	60	100.00%



Cases By Outcome

Case Number	Start Month	Open Status	Closed Status	Escalated to	Escalation Date	Org Response time	Action Taken	Outcome after action taken
H53-21	Jul	1	0					
H54-21	Jul	1	0					
H55-21	Jul	1	0					
H56-21	Jul	1	0					
H57-21	Jul	1	0					
H58-21	Jul	1	0					
H59-21	Jul	0	1	Line Manager	13-Jul-2021	same day		Discussion with line manager feedback to staff member.
H60-21	Jul	1	0					

Totals

7	1
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Case by Location and Division	This month	Year to Date
<u>WEST</u>		
Acute		
Community		3
<u>SOUTH</u>		
Acute	1	21



Case by Location and Division	This month	Year to Date
Community	1	5
Corporate Services		4
Not Disclosed		
South		
<u>NOT DISCLOSED</u>		
Acute		
Not Disclosed		1
<u>NORTH</u>		
Acute		
Community	1	3



Case by Location and Division	This month	Year to Date
<u>MID</u>		
Acute		1
Community	3	5
<u>ARGYLL & BUTE</u>		
Argyll & Bute		15
Community	2	2
Totals	8	60



Cases by Professional level	This month	Year to Date
Worker	6	54
Not Disclosed		1
Manager	2	5
Senior Leader		
Totals	8	60