

Raising Concerns

UCL Medical School Guidance
for the reporting and management of harmful
behaviours in the University and NHS Placement
Providers

MBBS Quality Assurance and Enhancement Unit

v. July 2024

Introduction

UCLMS expects the highest standards of conduct and professionalism from staff and medical students and takes a zero-tolerance approach to harmful behaviours and discrimination of any kind. UCLMS works within UCL and NHS policies in place at our clinical providers to protect staff and medical students from unacceptable behaviour at the university and during clinical placements.

We understand that raising concerns can be challenging for students and our aim, through this guidance, is to concerns about students and university staff members, create transparency about how concerns about NHS employees are managed, and set out how UCL Medical School seeks to support students through UCL and NHS procedures to ensure that medical student concerns are heard and addressed through the most appropriate channel. At the MBBS Quality Assurance and Enhancement Unit (QAEU), we aim in particular to manage concerns raised by medical students regarding NHS staff who contribute to the MBBS programme, providing a bridge between the University and NHS Placement Providers and NHS employees who contribute to MBBS teaching. The QAEU will advise students how a formal case may be made and provide support and guidance throughout the process should they wish to proceed. . Where concerns of a serious nature relate to potential patient safety or potential criminal acts, Students are reminded of their professional responsibilities in raising concerns and providing necessary information for investigation.

Effective and supportive mechanisms for raising concerns during clinical training would not be possible without the invaluable contributions from the Senior Leadership Team, Student Support Services and the Equality, Diversity and Inclusivity Group. We also wish to thank our MBBS Undergraduate Site Leads for their support, without which, we would not be able to formulate and implement these steps to protect our students.

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Abbreviations

Academic Student Records	ASR
Clinical and Professional Practice	CPP
Gendered Violence	GV
General Medical Council	GMC
Higher Education Institution	HEI
MBBS Quality Assurance and Enhancement Unit	QAEU
MBBS Quality Management and Enhancement Committee	mQMEC
MBBS Senior Leadership Team	SLT
University College London	UCL
University College London Medical School	UCLMS

QAEU aims to support students engaged in the staff-related procedures through review on an individual case basis and will liaise as needed across platforms, maintaining confidentiality within the teams above and informing the reporting party of this onward referral.

Concerns may be reported anonymously or with contact details. Choosing to report anonymously means we might not be able to help you directly and formal action cannot be taken. However, concerns can be logged to inform prevention work and may therefore help others. Choosing to report with contact details means we can provide advice and support about informal and formal approaches to resolution.

1.1 The Reported Party includes:

Faculty members employed by UCL.

All healthcare workers (eg Consultants, Doctors in training and SAS/LED Doctors, Nurses, Physiotherapists, Porters) clinical providers including Trusts, GP practices and community placements.

1.2 UCLMS GP and Trust Placement Providers, the largest of which are:

Basildon University Hospital

Lister Hospital, Stevenage

Luton & Dunstable University Hospital

North Middlesex University Hospital

Royal Free London NHS Foundation Trust (Barnet, Chase Farm and Royal Free Hospitals)

University College London NHS Foundation Trust

Watford General Hospital

Whittington Hospital

1.3 A list of key contacts at UCLMS is provided in on the raising concerns webpage:

<https://www.ucl.ac.uk/medical-school/current-mbbs-students/qa-enhancement-unit/raising-concerns>.

1.4 Concerns raised by students against students are subject to _____

[Disciplinary Code and Procedure in Respect of Students](#)¹. Medical Students may

4. Meeting Students

4.1 The main aim

6. Escalation

This will depend on the nature of the concern raised and the role of the Reported Party and whether the concern is submitted as a formal complaint under the relevant Disciplinary Procedures. UCL Procedures require that informal resolution, where appropriate, is sought as a first stage and the Academic Lead for QAEU will lead the informal stages on behalf of UCLMS.

Harmful Behaviours

6.1 UCL Academic Staff

A meeting between the Academic Lead of QAEU and the Reported Party will be arranged to discuss the concern raised.

If the discussion confirms that conduct has fallen below the required standard and the this is the first concern raised about the Reported Party, the recommendation may suggest reflective practice. Awareness training including repeating Mandatory and Statutory Training (MAST) or EDI training may be recommended. The relevant Line Manager will be informed of the outcome.

If repeated patterns of behaviour are reported with no improvement despite previous recommendations, or if several concerns are raised about the Reported Party, then the QAEU will advise the student to submit a formal complaint and may recommend that the Head of the MBBS Programme requests the temporary removal of the Reported Party from MBBS educational activities pending the conclusion of the Disciplinary Process.

6.2 NHS Employees

The concern raised will be discussed with the members of staff

contracts with Placement Providers:

Trust / Community Director of Undergraduate Medical Education
Undergraduate Tutor
Director of Undergraduate Medical Education for Community and Primary
Care

6.3 UCL Academic Staff

The Academic Lead for QAEU will alert the MBBS Senior Leadership Team and the involvement of the Police will also be considered, with the consent of the Reporting Party.

All gendered violence (GV) concerns will be escalated in line with UCL policies through the relevant HR Business Partner, Employee Relations Manager and the [Crime Prevention and Personal Safety Adviser](#).

Precautionary measures that may be implemented at this stage include

No contact arrangements- this is to create safe spaces where neither party will risk encountering each other.

Temporary exclusions- the Reported Party may be excluded from certain events on campus.

Suspension.

6.4 NHS Employees

The Academic Lead for QAEU will alert the MBBS Senior Leadership Team, and the relevant Chief Medical Officer/Medical Director. The involvement of the Police will also be considered.

All gendered violence concerns will be escalated to the relevant Workforce Lead (e.g., Head of Corporate Services, Chief People Officer) and Responsible Officer. These will be managed as per local Trust policy.

The Academic Lead

Representative the timeline for managing the concern raised and the relevant parties will maintain ongoing communication throughout the process.

At the conclusion of the investigation or disciplinary process, the Placement Academic Lead for QAEU of the completion of the investigation and/or outcome of any disciplinary process including any action taken in line with local policies and confidentiality obligations, the Reporting Party may be informed by the Academic Lead for QAEU as to whether the concerns they raised were upheld, partially upheld

or not upheld, and, if possible, the Reporting Party will be informed of any action

Precautionary

measures to protect the medical student that may be implemented at this stage via the

Summary Flowchart

Summary Flowchart

B. Management of Gendered Violence (GV) concerns

Disclosure of concern or submission of written report

Any concerns raised, formally or informally, meeting the threshold of criminal activity will be automatically escalated to the relevant bodies.

Escalation policy

Academic Lead of QAEU & SLT to be alerted
Involvement of Police to be considered
If concerns regarding safeguarding- UCLMS Student Support to be alerted to consider Fitness to Practice proceedings.

For GV concerns rrit57

Follow-up and governance

References

¹ University College London (UCL). Section 8: Disciplinary Code and Procedure in respect of Students.

Available from

<https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-8-disciplinary-code-and-procedure-respect>

Appendices

Appendix A: List of Support Services and Resources

[UCL Carefirst](#)

[Rape Crisis \(ssw-comms@ucl.ac.uk\)](mailto:ssw-comms@ucl.ac.uk)

[Student Support & Wellbeing Services \(student.wellbeing@ucl.ac.uk\)](mailto:student.wellbeing@ucl.ac.uk)

[Student Psychological and Counselling Services](#)

[UCL Report + Support: Support for students affected by gendered violence](#)

Appendix B: Concerns related to GV⁷

Non-consensual sexual contact: sexually touching another person without their consent.

Non-consensual sexual act: engaging or attempting to engage in a sexual act with another person without their consent.

Sexual harassment: any conduct of a sexual nature that is unwanted, including verbal, non-verbal

degrading or offensive environment; this could be one incident or a pattern of behaviours. This definition represents the definition of sexual harassment under the Equality Act 2010 (Whitfield, 2018).

Online sexual misconduct: The following examples of online sexual misconduct use definitions offered by UniversitiesUK (2016):

communication tools to engage in persistent, unwanted communication intending to frighten, intimidate or harass someone, or to spy on someone.