



NHS 24

CODE OF CONDUCT FOR EMPLOYEES

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Dear Colleague,

CODE OF CONDUCT FOR EMPLOYEES

NHS 24 has now agreed, through partnership, a Code of Conduct for Employees. This is an important document, since it sets out the standards of behaviour NHS 24 expects of its employees and what you, as an employee can expect from NHS 24. You should read it and if you do not understand how the Code applies to you, you should ask your line manager to go through it with you. In the future it will be part of the induction process, so all new employees will have it drawn to their attention when they start work.

The Code covers:

- An introduction setting out how NHS 24 **Values** should be translated into the standards of behaviour expected from all its employees. It is a requirement for NHS 24 to have such a code and in drawing it up we have looked at the standards that apply within the wider public sector.
- **Diversity and Equal Opportunities** – NHS 24 attaches high value to diversity and working to eliminate unlawful discrimination. The Code explains what this means for you.
- **Identifying and Declaring a Conflict of Interest** - it is important to promote public confidence in NHS 24 and this could be undermined if it appeared that any member of staff was able to be influenced inappropriately in the way in which they carried out their duties.

This section gives guidance on:

- identifying what may be a conflict of interest for you
 - completing the registration form
 - what to do if you are offered a gift or hospitality
 - how what you do outside work could affect your job here
- **Security and Confidentiality of Information** - NHS 24 will collect a great deal of very sensitive information from both patients and employees. The Code draws your attention to the responsibility you have to keep this data confidential and our policies for Security and Data Protection. It also gives you guidance on what to do if you are contacted by the media.
 - **Concerns about Improper Conduct** - the Code also explains what you should do if you have a concern that illegal or improper activities may be going on in NHS 24. Details can be found on how you should raise such concerns and can also be found within NHS 24's Whistleblowing Policy.

The Code has two forms attached to it:

1. Declaration of interests.

This form provides an avenue for staff to declare an interest, personal or business, which may, or may be perceived (by a reasonable member of the public) to influence their judgement over a work decision. Completion of this form will normally be made only by staff who have delegated financial authority. Completed forms must be sent to the Board Secretary, for inclusion in NHS 24's public register, and a copy sent to the Director of HR for inclusion in personnel files.

For any other member of staff who can, through their role, influence those with delegated financial responsibility, they should also complete the form and send as above.

All staff are required to declare any potential conflicts of interests which involve a personal relationship with another employee of NHS 24 or anyone seeking work with NHS 24 where they are asked to participate in any decision making process with affects the other person. If these circumstances arise, it will not be necessary to complete a declaration of interest form, however they must inform their line manager.

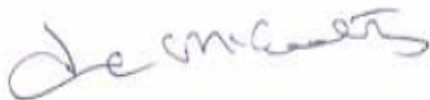
2. Employee Gifts and Hospitality Registration form.

This form provides an avenue for staff to register gifts and hospitality received. The code sets out rules for how you should respond to offers of gifts and hospitality. You need to be very careful about what you accept and in most cases you should not accept any gift or offer of hospitality. If you do, then you must complete a form.

If you have any queries on how the Code will operate, then please raise them initially with your line manager. Alternatively, the HR team will be happy to provide any help or advice on interpretation.

This is a new procedure and we will be monitoring its operation over the first year and reviewing the Code if necessary. If you have any comments, then please let me or your own Director know.

Yours sincerely,



Jane McCartney
Director of Human Resources

CODE OF CONDUCT FOR EMPLOYEES

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1. INTRODUCTION – NHS 24 VALUES

NHS 24 is a values-based organisation. People will work for it because they believe in what it is trying to do. Its core beliefs will be applied in its day to day work, reinforced through induction and training and articulated in actions and words by those who lead the organisation. We will apply these beliefs both to how NHS 24 conducts its own affairs and in our relationships with others. New employees become aware of the values of the organisation through their initial socialisation process with other colleagues in the organisation, so it is important that all employees endeavour to live out the values not only to patients, but to each other.

The Values set out for NHS 24 are:

- Delivery Matters
- Relationships Matter
- Excellence Matters
- Challenge Matters
- Your contribution matters

2. PURPOSE AND APPLICATION OF THE CODE OF CONDUCT

As an employee of NHS 24 you must at all times observe the highest standards of **impartiality, integrity, objectivity and honesty** in relation to the work you undertake.

This Code of Conduct provides guidance to you on how to ensure that your actions and behaviour are consistent with both NHS 24's values and the high standards of conduct required to maintain public confidence in the work of NHS 24.

- You should familiarise yourself with the contents of the Code and act in accordance with the principles and the guidance set out in it.
- You must comply with this Code. You must ensure that you understand your duties, rights and responsibilities, and are familiar with the functions and role of NHS 24 and NHS 24's policies and procedures as it affects your job. New employees will be required to attend relevant training or induction courses to assist them in this.
- Failure to comply with the Code of Conduct may be a disciplinary matter, so you should seek advice or guidance from your line manager or the Human Resources Directorate if you are in any doubt about how this Code applies to you.

Contractors, consultants or agency staff working with NHS 24 will be expected to abide by the standards and principles set out in the Code and to seek advice from the Human Resources Directorate when in doubt.

3. STANDARDS OF BEHAVIOUR EXPECTED

The Chief Executive has overall responsibility and is accountable to the Scottish Executive, for propriety in a broad sense, including conduct and discipline. He also has a duty to ensure that employees' rights are respected.

In line with NHS 24's Dignity at Work Policy, as an employee you have certain rights, but also a responsibility to behave in a manner which is consistent with NHS 24's values:

As an employee you have a right to:

- Be spoken to politely.
- Be treated with respect.
- Be treated fairly and courteously by colleagues and those outside the organisation for whom we work.
- Be treated fairly in recruitment, training and promotion.
- Have your private life and commitments outside work respected.
- Be supported in your learning and development.
- Have your point of view listened to and considered.
- Expect not to be harassed or intimidated at work and in particular have a right not to be harassed or intimidated because of your race, gender, colour, ethnic or national origin, religion, disability, marital status, age or sexuality.
- Speak out if you are the victim of bullying, harassment or intimidation and have your complaint taken seriously and properly investigated.
- As an employer, NHS 24 has the responsibility to uphold these employee rights.

As an employee you have a responsibility to:

- Act professionally in your dealings with colleagues - treat colleagues as individuals and show sensitivity to their needs.
- Treat complainants, those investigated and other stakeholders with fairness, courtesy and sensitivity to their needs and the situation they are in.
- Consider others in the exercise of your duties.
- Keep in mind the limitations of your own experience and value others' perspectives and experience.
- Express your point of view without being aggressive or overbearing.
- Listen to what others say and respect their point of view.
- Learn from your mistakes.

- Try to find solutions and work through disagreements with others.
- Take responsibility for your own learning and development.
- Take action if you witness or are made aware of any improper conduct, including any act of harassment or discrimination.
- Not to discriminate unlawfully, for example, in decisions you make.
- Not to put pressure on others to discriminate unlawfully.
- Challenge attitudes which demean or denigrate other people (individuals or groups) and develop self awareness of the impact of your own behaviour.
- Ensure that your behaviour (at work or outside) and your appearance at work whilst representing NHS 24 does not cause embarrassment to NHS 24 or reflect negatively on NHS 24 in a way that would bring the reputation of NHS 24 into disrepute or cause a loss of public confidence in its work.
- The National Standards relating to Healthcare Support Workers published by NHS Scotland can be found on their website www.workinginhealth.com

Use of Alcohol or illegal drugs

As an NHS 24 employee you should not drink alcohol during your working hours (including during meal breaks) under any circumstances. This will also apply if you are on call.

Social events, e.g. leaving parties at which alcohol may be consumed should be arranged after work. If you attend a function during the working day at which alcohol is served you must not drink.

If you arrive at work under the influence of alcohol or drugs, then that will be regarded by NHS 24 as potentially a serious matter and may lead to disciplinary action. If you are prescribed drugs which may affect your ability to do your job, then you should seek advice from your GP or line manager on the health and safety implications of this at the earliest opportunity.

4. ACCOUNTABILITY

NHS 24 employees are accountable to the Chief Executive, who is accountable to the Board and ultimately the Scottish Executive.

NHS 24 employees should conduct themselves with impartiality, integrity, objectivity and honesty. You should not deceive or knowingly mislead others, including other employees, the Executive Team, the Board, Ministers, Scottish Parliament, Professional Body or the public.

4.1 Public Accountability

Employees of public bodies (including NHS 24 employees) who deal with the health of the public should do so sensitively, objectively, confidentially and with consideration, consent, integrity, and vigilance. Employees of public bodies should offer the public the highest standards of conduct and health service.

4.2 Use of Resources

Employees have a duty to ensure that NHS 24's resources are used in the most economical, efficient and effective manner as befits public money.

5. DIVERSITY & EQUAL OPPORTUNITIES

“Valuing diversity means making an organisation that is genuinely open to the creativity, insights and experience of people of different race, religion, ethnic origin, gender, sexuality, disability and other backgrounds amongst both our actual and potential staff and the individuals and organisations with whom we work. It means dealing with prejudice and discrimination where it exists and recognising that we have to work at it to obtain the benefits of diversity. “

NHS 24 wishes to continue to develop as a learning organisation in which knowledge and learning are shared amongst colleagues and improvement becomes common. With this in mind it is clearly important that colleagues are free to explore and discuss issues around diversity and difference. Nothing in this Code of Conduct should be interpreted as seeking to prevent or constrain such discussion.

However, it is unacceptable for employees to discriminate unlawfully – either in the decisions they make, or in putting pressure on another person to discriminate or in victimising someone who has raised an issue of potential discrimination in good faith. If you do so, you will face disciplinary action – and may even (if the facts of the individual case merit it) face dismissal.

In addition, NHS 24 has a policy position on Equal Opportunities, which goes further than the basic legal provisions, and breach of these policies may also be considered a disciplinary matter.

You are expected to understand the concept of institutional discrimination and institutional racism in particular and work to identify and eliminate it in the work of NHS 24 and in relationships within NHS 24 itself and with stakeholders.

The definition of institutional racism is:

“The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people.”

Stephen Lawrence Inquiry

6. CONFLICTS OF INTEREST

The purpose of these provisions is to avoid any danger of any employee being influenced, or appearing to be influenced, by their private interests in the exercise of their public duties. It is not enough not to be influenced; public confidence in NHS 24 might be shaken if a reasonable member of the public could perceive that an employee might be subject to improper influence as a result of an employee's behaviour. You should not misuse your official position or information acquired in the course of your official duties to further your private interests or those of others.

6.1 Identifying Potential Conflicts of Interest

Employees with delegated financial authority, within the scheme of delegation, are required to register all interests as set out below.

Other employees are required to discuss any areas of potential conflict with their line manager and register agreed areas of potential conflict.

In particular you should make known to your manager:

- If it comes to your knowledge that a complaint has come in from any person that you know personally or with whom you have a relationship
- Any personal financial connection with any organisation or company seeking work from NHS 24 (further guidance contained in Section 6.2.).
- Any personal relationship with another employee of NHS 24 or anyone seeking work with NHS 24. **IF** in either case you are asked to participate in any decision making process which affects the other person – (e.g. recruitment, appraisal, discipline, control of resources, etc.). NHS 24 recognises that relationships and friendships will develop in the workplace and that most of these will give rise to no concern and are a private matter and the relationship need not be declared. You may not however put yourself in a position where you are selecting someone for a job with whom you have a close personal relationship. In this situation you must declare the relationship to your manager if these circumstances arise.

6.2 Registration of Interests

Employees with Delegated Authority

Public bodies inevitably have dealings with a wide variety of organisations and individuals and this Code indicates the circumstances in which a business or personal interest must be declared and registered.. Public confidence in NHS 24 and its members depends on it being clearly understood that decisions are taken in the public interest and not for any other reason.

Those employees with delegated financial authority must declare their interest and complete the Registration of Interests pro Forma. This Pro Forma should be returned to the Board Secretary and a copy sent to the HR Director for inclusion in the employee's

personnel file. It is the responsibility of the Board Secretary to maintain and publish the register of interests through NHS 24's website.

The following paragraphs set out the kinds of interests, financial and otherwise which you have to register. These are called "Registerable Interests". You must, at all times, ensure that these interests are registered, when you are appointed and whenever your circumstances change in such a way as to require change or an addition to your entry in the Register of Interests.

Category One: Remuneration

You have a Registerable Interest where you receive remuneration by virtue of being:

- employed;
- self-employed;
- the holder of an office;
- a director of an undertaking;
- a partner in a firm; or
- undertaking a trade, profession or vocation or any other work.

The amount of remuneration does not require to be registered and remuneration received as a member of staff does not have to be registered.

If a position is not remunerated it does not need to be registered under this category. However, unremunerated directorships may need to be registered under category two, "Related Undertakings".

If you receive any allowances in relation to membership of any organisation, the fact that you receive such an allowance must be registered.

When registering employment, you must give the name of the employer, the nature of its business, and the nature of the post held in the organisation.

When registering self-employment, you must provide the name and give details of the nature of the business. When registering an interest in a partnership, you must give the name of the partnership and the nature of its business.

Where you undertake a trade, profession or vocation, or any other work, the detail to be given is the nature of the work and its regularity. For example, if you write for a newspaper, you must give the name of the publication, and the frequency of articles for which you are paid.

When registering a directorship, it is necessary to provide the registered name of the undertaking in which the directorship is held and the nature of its business.

Registration of a pension is not required as this falls outside the scope of the category.

Category Two: Related Undertakings

You must register any directorships held which are themselves not remunerated but where the company (or other undertaking) in question is a subsidiary of, or a parent of, a company (or other undertaking) in which you hold a remunerated directorship.

You must register the name of the subsidiary or parent company or other undertaking and the nature of its business, and its relationship to the company or other undertaking in which you are a director and from which you receive remuneration.

The situations to which the above paragraphs apply are as follows:

- you are a director of a board of an undertaking and receive remuneration – declared under category one – and
- you are a director of a parent or subsidiary undertaking but do not receive remuneration in that capacity.

Category Three: Contracts

You have a registerable interest where you (or a firm in which you are a partner, or an undertaking in which you are a director or in which you have shares of a value as described below) have made a contract with NHS 24:

- (i) under which goods or services are to be provided, or works are to be executed; and
- (ii) which has not been fully discharged.

You must register a description of the contract, including its duration, but excluding the consideration.

Category Four: Houses, Land and Buildings

You have a registerable interest where you own or have any other right or interest in houses, land and buildings, which may be significant to, of relevance to, or bear upon, the work and operation of NHS 24.

The test to be applied when considering appropriateness of registration is to ask whether a member of the public acting reasonably might consider any interests in houses, land and buildings could potentially affect your responsibilities to NHS 24 and to the public, or could influence your actions, speeches or decision-making.

Category Five: Shares and Securities

You have a registerable interest where you have an interest in shares which constitute a holding in a company or organisation which may be significant to, of relevance to, or bear upon, the work and operation of NHS 24. You are not required to register the value of such interests.

The test to be applied when considering appropriateness of registration is to ask whether a member of the public acting reasonably might consider any interests in shares and securities could potentially affect your responsibilities to NHS 24 and to the public, or could influence your actions, speeches or decision-making.

Category Six: Non-Financial Interests

You may also have a registerable interest if you have non-financial interests which may be significant to, of relevance to, or bear upon, the work and operation of NHS 24. It is important that relevant interests such as membership or holding office in other public bodies, clubs, societies and organisations such as trades unions and voluntary organisations, are registered and described.

The test to be applied when considering appropriateness of registration is to ask whether a member of the public acting reasonably might consider any non-financial interest could potentially affect your responsibilities to the organisation to which you are appointed and to the public, or could influence your actions, speeches or decision-making.

Other Employees

Other employees will also be required to register personal or business interest which may, or may be *perceived* (by a reasonable member of the public) to influence their judgement using Appendix A.

Employees who through the nature of their job have a direct influence on NHS 24's decisions should declare all direct or indirect pecuniary and non-pecuniary interests. It also includes such interests of close family members and of people living in the same household.

Employees who do not in the course of their work make decisions on behalf of NHS 24 or recommendations to NHS 24 need not complete a full declaration form

Details of interests declared by employees should be kept up-to-date and will cover the same areas as those applying to the Board of Directors.

Employees should not participate in the discussion or determination of matters in which they have an interest.

Definitions:

Indirect pecuniary interests arise from connections with bodies, which have a direct pecuniary interest, or from being a business partner of, or being employed by, a person with such an interest.

Non-pecuniary interests include those arising from membership of clubs and other organisations.

Close family members include personal partners, parents, children (adult and minor), brothers, sisters and the personal partners of any of these.

6.3. Acceptance of Gifts and Hospitality

As an employee of NHS 24 you should not use your official position to receive, agree to accept or attempt to obtain any payment or other consideration for doing, or not doing, anything or showing favour, or disfavour, to any person. You should not receive benefits of any kind from a third party, which might reasonably be seen to compromise your personal judgement and integrity.

Gifts

You must not canvass or accept gifts in any circumstances, which are judged to have a nominal value of £20 or more.

Hospitality

You may accept conventional hospitality provided it is normal and reasonable in the circumstances, for example:

- Tea, coffee, biscuits and sandwiches at meetings
- An invitation to an annual dinner of an organisation with which NHS 24 has regular contact
- A working lunch in the course of normal business provided this is not frequent, regular or lavish.

Any hospitality that has a nominal value of over £20 that is received by you as an NHS 24 employee in connection with your official duties must be registered on the attached form and submitted to the Board Secretary within 2 weeks of receipt of the hospitality .

Offers to attend purely social, artistic or sporting functions should be declined.

Under the Prevention of Corruption Act 1916, as an employee of a public body you may be required to prove that the receipt of payment or other consideration from someone seeming to obtain a contract is not corrupt.

6.4 Other Employment

All those who work for NHS 24 are expected to observe the highest possible standards in both their professional and personal lives. Other employment must be declared.

If you are a Full-time employee, you are expected to be fully committed to the work of NHS 24 and you must seek permission (which will not be unreasonably withheld) if you wish to take on other employment provided, you are not exceeding WTR.

If you are not contracted to work full-time, you may take on other employment subject to there being no conflict of interest with your job at NHS 24. Each case will turn on a consideration of the employee's duties at NHS 24 and the other employment and if you are in this situation, you should seek advice from your line manager at the earliest

opportunity. Conflicts may arise, for example, if the other employer is likely to be investigated by NHS 24 or is seeking a contract for goods or services with NHS 24.

Under the Working Time Regulations, you are not permitted to work, on average, for more than 48 hours per week. Employees have a contractual duty not to exceed these hours and declare any additional hours worked outside NHS 24, in compliance with these regulations. NHS 24 will not knowingly employ an employee who may potentially exceed WTR.

6.5 Conduct outside Work

Your **off-duty** time is your own, subject to the following:

You must not bring NHS 24 into disrepute, by doing or saying things that will reflect badly on NHS 24. Membership of or the active participation in activities organised by groups or organisations whose values are inconsistent with NHS 24's (e.g. racist organisations) will create reasonable doubt in your ability to comply with NHS 24's values and this Code. In these circumstances you may be subject to a management investigation in accordance with NHS 24's Disciplinary Procedures. It is important that you seek advice from your line manager or the Head of HR in advance of taking part in any event which may fall into this category. You must also tell your line manager as soon as practicable if you inadvertently find yourself in a situation outside work which you had not anticipated and which you believe would cause embarrassment to NHS 24.

You must not knowingly put yourself in a position where your private interests conflict with NHS 24's and any conflict of interest must be resolved in NHS 24's favour. For example you must not take on other business, employment or public duties without the permission of NHS 24

6.6 Contact with the Police

You must tell your line manager as soon as practicable if you are:

- arrested
- charged with a criminal offence or are
- the subject of a police investigation

You must immediately advise your Director of any criminal convictions, including any driving offences (including speeding, but excluding parking offences), which may have an effect on your ability to carry out your duties.

6.7 Political Activities

This section is concerned with party political activity liable to give public expression to political views rather than with privately held beliefs and opinions. It is not intended that these restrictions affect trade union membership or activities.

NHS 24 needs to be seen to be acting impartially and public confidence might be affected if it was believed that an individual member of staff's personal political views were compromising its impartiality.

Employees may be members of a political party (and need not declare it). You may participate in political activities such as helping with administration at the time of a general election or delivering leaflets provided that you are conscious of the standards of behaviour expected of you as set out in this Code and exercise a proper discretion, particularly in regard to the work of NHS 24. On matters directly affecting NHS 24, you should not make political speeches or engage in other political activities. If you wish to run for office, you must seek advice at an early stage from your Director.

7. ACCESS TO INFORMATION

Our beliefs can only be demonstrated by openness. We will aim to provide regular and full information to all those involved in a complaint at all stages of our work subject to necessary sensitivity constraints.

We will define those occasions in which confidentiality is required for operational reasons, to maintain the confidence of other agencies and to protect individuals. We will only be trusted with openness if there is complete trust in our ability to maintain confidentiality when required.

As an employee you must:

- Follow NHS 24 policies in respect of patient and employee confidentiality and professional codes of practice.
- Follow NHS 24 policies in respect of complaint handling and security.
- Comply with the Data Protection Act and not use information obtained for one purpose for another
- Keep confidential any personal data on individuals you collect and continue to keep this information confidential even after you leave the employment of NHS 24. You may only divulge this information if ordered to do so by a statutory body, Court of Law or as part of an official enquiry. In this context you may also divulge the information to any person acting as your legal representative.
- Not use information gained in the course of your employment for unauthorised purposes

7.1 Writing/Speaking in Public and Responding to the Media

When writing or speaking publicly (either in a formal speech or informally at a meeting) on any matter which could be seen as falling within the remit of NHS 24, as an employee, you are likely to be seen as representing NHS 24 or NHS 24's position on an issue, even when you may believe you are writing or speaking as a individual. Speeches or articles, which relate to NHS 24 work, should be approved with the Director of Corporate Affairs in advance.

You should not make direct contact with the media or respond to media enquiries unless it has been agreed in advance that they should do so. All media enquiries should be directed to the NHS 24 Media Manager.

8. CONCERNS ABOUT IMPROPER CONDUCT

If you feel you are being asked to do something which you believe:

- to be illegal, improper or unethical
- to be in breach of a professional code
- may involve maladministration, fraud or misuse of public funds
- is inconsistent with the Code

You should raise the matter in the first instance with your line management. If this is not possible, or you are reluctant to do so, report the matter to the Director of HR who has been nominated as the person responsible for handling any employee's concerns about illegal, improper or unethical conduct. The Director of HR will either investigate personally or arrange for another senior employee to do so. As far as is possible, confidentiality will be maintained.

Employees have a duty to draw attention to matters, even if not personally involved, where:

- There is evidence of criminal or unlawful activity by others
- They believe there is evidence of improper or unethical behaviour or the potential for maladministration

Employees should not investigate these matters themselves as this will give rise to an irresolvable conflict of interest. Provided that these matters are raised in good faith, any employee raising such matters will be supported.

8.1 "Whistleblowing" – Public Interest Disclosure Act 1998

The Act is intended to protect employees who report in good faith the wrongdoing of others. It allows employees to complain to an Employment Tribunal if they are dismissed or suffer detriment or victimisation for reporting the wrongdoing.

The legislation does not protect whistleblowers in all circumstances. A disclosure will be protected if you have good grounds for believing that one or more of the following has occurred or is likely to occur:

- A criminal offence
- A failure to comply with a legal obligation
- A miscarriage of justice
- The endangering of an individual's health and safety
- Damage to the environment
- Deliberate concealment of information relating to any of the above

Disclosures will be protected if the employee who makes the disclosure does so:

- in good faith to the employer,
- in accordance with the agreed procedure set out below,
- reasonably believes the information and any allegation contained in it is substantially true and
- does not act for personal gain or malice

NHS 24's Whistleblowing Procedure

- The matter should be raised with the employee's line manager in the first instance
- If this is not possible it should be raised with the employee's Director
- If this is not possible it may be raised with the CEO.

The Public Interest Disclosure Act also allows for matters to be raised externally. For staff of public bodies "protected disclosures" (which meet the above conditions) may be made to a Minister and in the case of NHS 24 this would be the Minister for Health and Community Care. The disclosure can be made directly or through departmental officials. Employees may seek their own legal advice or contact Public Concern at Work (www.pcaaw.co.uk) which is a designated legal advice centre.

Appendix A : NHS 24 REGISTRATION OF EMPLOYEES' PERSONAL, FINANCIAL, BUSINESS AND OTHER INTERESTS

This form is intended to assist you to register your interests in accordance with NHS 24's Code of Conduct for Employees.

You should discuss any potential conflict of interest with your line manager and complete this form for inclusion on your personal file. The information will be available publicly and published in accordance with NHS 24's publication scheme. Employees who through the nature of their job have a direct influence on NHS 24 decisions should declare all direct or indirect pecuniary and non-pecuniary interests (see note below) in accordance with the Code of Conduct for Employees. Employees who have access to sensitive information should also make a declaration.

NAME: _____

POSITION: _____

DATE: _____

	Role & function in the organisation listed	Organisation's connection/link with or impact on the NHSScotland	Likely or possible future connections, links or impacts.	Other material and relevant information.
NAME OF RELEVANT AND MATERIAL COMPANY, CHARITY, VOLUNTARY AND OTHER BODY:				
Category One: Remuneration				
Category Two: Related Undertakings				
Category Three: Contracts				
Category Four: Houses, Land and Buildings				
Category Five: Shares & Securities				
Category Six: Non-Financial Interests				
NAME OF RELEVANT AND MATERIAL COMPANY, CHARITY, VOLUNTARY AND OTHER BODY:				
Category One: Remuneration				
Category Two: Related Undertakings				
Category Three: Contracts				
Category Four: Houses, Land and Buildings				
Category Five: Shares & Securities				
Category Six: Non-Financial Interests				

Appendix A

	Role & function in the organisation listed	Organisation's connection/link with or impact on the NHSScotland	Likely or possible future connections, links or impacts.	Other material and relevant information.
NAME OF RELEVANT AND MATERIAL COMPANY, CHARITY, VOLUNTARY AND OTHER BODY:				
Category One: Remuneration				
Category Two: Related Undertakings				
Category Three: Contracts				
Category Four: Houses, Land and Buildings				
Category Five: Shares & Securities				
Category Six: Non-Financial Interests				
NAME OF RELEVANT AND MATERIAL COMPANY, CHARITY, VOLUNTARY AND OTHER BODY:				
Category One: Remuneration				
Category Two: Related Undertakings				
Category Three: Contracts				
Category Four: Houses, Land and Buildings				
Category Five: Shares & Securities				
Category Six: Non-Financial Interests				

Appendix B

NHS 24

EMPLOYEE GIFTS AND HOSPITALITY REGISTRATION FORM

NAME
NAME OF ORGANISATION OR INDIVIDUAL PROVIDING GIFT OR HOSPITALITY ¹
DETAILS, INCLUDING VALUE, OF GIFT OR HOSPITALITY
DATE RECEIVED
NOTE ON WHAT HAS BEEN DONE WITH GIFT (where appropriate) ²
EMPLOYEE SIGNATURE
DATE FORM COMPLETED
DATE RECORDED IN REGISTER BY BOARD SECRETARY

Please return completed forms to Alison Boyd, Board Secretary, Delta House, 50 West Nile Street, Glasgow G1 2NP, within 2 weeks of receipt of the gift or hospitality. The details will be noted in the Gift and Hospitality Registers and made available as per the NHS 24 Publication Scheme.

¹ All hospitality judged to be over £20 must be registered

² Accepted gifts must either be handed to the Board Secretary or if to be kept, a cheque for the judged value of the gift made payable to the designated charity given to the Board Secretary.