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Dear Colleague

What would you do if you saw something at work that worried you? Challenge it? Report it? Ignore it?

Poor care or bad practice is thankfully very rare in Practice Plus Group but, if it does happen, every person in the company needs to feel confident about speaking up and believing the problem will be dealt with.

As a company and as individuals, we are trusted to look after vulnerable people. Patients, service users, customers — whatever official term we use, we must never, ever forget that they are also mothers, fathers, grandparents, sons and daughters. They are real and individual people.

Our own employees are just as important. Treating each other with respect and being part of a team that works together to deliver high quality care, or to support that care, is the foundation of being a great company.

So if any of us see something that is wrong we should raise it.

Raising issues locally is usually best. I would hope you can speak openly and honestly to your manager about any issue that may trouble you. However, if you can't do that, then please don't think it's the end of the line. You can talk to your regional manager or one of your service line Whistleblowing contacts. Or contact me. Your privacy and the necessity for confidentiality will be respected.

I would hope there would be someone at Practice Plus Group you feel comfortable talking to, but if you really feel that in some situations you can't, or shouldn't, then you can contact the independent and confidential Whistleblowing charity "Protect".

Naturally, we can't publicise details of the issues raised through Whistleblowing, but I give you a cast iron guarantee that whatever you have to tell us will be investigated and where action is needed, action will be taken. Every single time.

Yours faithfully,

Jim Easton
CEO, Practice Plus Group