Escalation Processes

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| Topic | 1st Line | 2nd Line | 3rd Line | Datix Incident Required |
| Fraud | Practice Manager | Head of Operations (where available) or nominated manager | Service or Medical Director | No |
| Bullying / harassment / discrimination | Line Manager | Head of Operations (where available) or nominated manager | Service or Medical Director | No |
| Clinical safety - GP | Lead GP | Medical Director |  | Yes |
| Clinical Safety - Nursing | Lead Nurse | Director of Nursing |  | Yes |
| Safeguarding (Inc. FGM) | Local Safeguarding Pathway | Medical Director |  | Yes |
| Conduct \* | Line Manager | Head of Operations (where available) or nominated manager | Service or Medical Director | No |
| Capability | Line Manager | Head of Operations (where available) or nominated manager | Service or Medical Director | No |
| Estates | Practice Manager | Director on call (OOH) |  | Yes |
| IT – ELFT | ELFT IT Helpdesk |  |  | Yes |
| IT – CCG Hardware | Practice Manager |  |  | Yes |
| Operational Issues | Local discussion | Talk to other local services about support | Mobilise BCP. Discuss GP staffing with Medical Director, other staffing with Head of Nursing, Head of Operations (where available) or Service Director | Yes |

\* If conduct presents an immediate physical threat to staff or patients, call the police

The People & Culture Team, Freedom to Speak Up Guardian and Counter Fraud Team will act as advisors and provide support for relevant issues