

**Primary Care Directorate**  
**Leighton Road Surgery**  
**Safeguarding SOP**

## Document Control

Version number :	1.0
Consultation Groups:	Local Clinical Governance Group
Approved by:	Quality Assurance Group
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### Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1.0	Sept 2020	Dr Farah Paruk	Dr Liz Dawson	Created and embedded ELFT Safeguarding policy documents
1.1	Sept 2023	Sarah Needham	QAG	Updated

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**This document is to be used in conjunction with the safeguarding policy:**

## Policy

To access the safeguarding policy please click this link whilst on an ELFT network:

<https://www.elft.nhs.uk/intranet/teams-support-me/governance-and-risk-management/policy-management/trust-policies>

Responsibility

**WHO IS RESPONSIBLE FOR SAFEGUARDING?**

**You are!!!**



**Safeguarding is EVERYBODY'S  
business.**

**If you have a concern, REPORT IT!**

## Data Protection

Protect our data!  
#bedatasafe



# Data Protection Tips

 **ALL INFORMATION HAS A VALUE.**

All the information you work with has value, think before you take it home. If you need to dispose of it, do this securely (confidential waste / shred it).

 **ONLY SHARE DATA WHEN YOU ARE ALLOWED TO.**

There are many rules around sharing personal data. Be cautious when sharing data with others. Follow your companies policies, if you are not sure, ask.

 **KNOW WHAT TO DO IF YOU'VE HAD A BREACH.**

If you think you've made a mistake and it could have compromised personal data, make sure you report it immediately. This includes if it has happened outside working hours.

 **SENDING EMAILS, CHECK AND CHECK AGAIN.**

Many breaches occur due to an incorrect recipient or the wrong attachment document. Do not rush, check the attachment, check the intended recipient, then hit send.

 **NEVER LEAVE INFORMATION UNATTENDED.**

Always lock your computer in the office and at home. Never leave papers on your desk. If you are working on a train or at home, ensure others cannot see your screen.

## Resources

# Need help communicating?

The NHS must follow these **5 steps** if you have a **communication need** (eg. a BSL interpreter, language interpreter, or information in braille)



### Domestic violence woman's aid and refuge

The Freephone, 24-hour National Domestic Abuse Helpline 0808 2000 247

Website - <https://www.nationaldahelpline.org.uk/>

Family Action  
Family Action Head Office  
34 Wharf Road  
London, N1 7GR  
Tel: 020 7254 6251


### Help with cost of living

<https://www.bedford.gov.uk/benefits-and-support/grants-and-funding/help-cost-living>

### Rape Crisis

Help 24/7 with a 24 hour helpline  
Email [rcewinfo@rapecrisis.org.uk](mailto:rcewinfo@rapecrisis.org.uk)

## Safeguarding and Information Governance Leads

Practice Name	Leighton Road Surgery
<b>Our ELFT Information Governance (GDPR) Lead is:</b>	Chris Kitchener
<b>Our ICB Data Protection Officer is:</b>	Roz Samuel
<b>Our ICB Information Governance Lead is:</b>	Roz Samuel
<b>Our Local Safeguarding Lead is:</b>	Dr Sharmila Shanthikumar -Adults Dr Laura Creasy - Children
<b>Our ELFT Safeguarding Adults Lead is:</b>	Dinh Padicala - <a href="mailto:dinh.padicala@nhs.net">dinh.padicala@nhs.net</a> - Associate Director for Safeguarding Adults and Domestic Abuse: 02081215403
<b>Our ELFT Safeguarding Children Lead is:</b>	Victoria Winfield-Brown – <a href="mailto:Victoria.winfield-brown@nhs.net">Victoria.winfield-brown@nhs.net</a> - : Associate Director for Safeguarding Children: 07940001247
<b>Our ICB Safeguarding Adults Lead is:</b>	 BLMK Safeguarding Contacts July 2023.pd
<b>Our ICB Safeguarding Children Lead is:</b>	
<b>Our ELFT Caldicott Guardian Lead is:</b>	David Bridle
<b>Our Local Caldicott Guardian Lead is:</b>	Dr Santiago Dargallo

# Introduction

Since February 2020 LRS has been part of ELFT and therefore LRS staff are to follow the Trust's policies on Safeguarding. Below is the process for managing Safeguarding referrals and concerns within the Practice.

This Policy is for ALL staff, clinicians and non-clinicians.

## Process

Safeguarding Registers are saved on the Shared Drive: MDT meetings.

A list of Vulnerable Adults is kept on the Shared Drive: MDT Meetings.

The In house Safeguarding Leads at LRS are Dr Creasy and Dr Shanthi and the vulnerable adult list is reviewed every month and relevant patients are discussed at the Clinical Liaison Meetings which are held twice a week. Relevant patients are referred to the Locality MDT meetings.

The population health team circulates a list of patients by notification to all LRS staff and then saves this on the Shared Drive: MDT meeting minutes.

If any staff member has a concern about any Adult they should take the following steps

- Send a task to the "Vulnerable Adults " inbox outlining their concerns
- Refer to Trust Safeguarding Lead for our area- Tony Alston on [tony.alston@nhs.net](mailto:tony.alston@nhs.net) or 07920 075744 for advice

To report a Safeguarding concern to CCG please refer to Social Services for adults on 0300 300 8122 or complete the form on SystemOne and send to [adult.protection@centralbedfordshire.gov.uk](mailto:adult.protection@centralbedfordshire.gov.uk) and CC the ELFT SOVA team on [elft.sovabl@nhs.net](mailto:elft.sovabl@nhs.net). This should be sent on the day the concern is raised.

Patients can also be discussed at our twice-weekly Clinical Liaison Meetings.

Please refer to the NHS COVID-19 SOP for Primary Care regarding ensuring awareness when consulting with patients where there are any safeguarding concerns:

- Clinicians should consider when remote, video and face-to-face consultations are appropriate, particularly for vulnerable patients. All clinicians need to remain vigilant and professionally curious, and should retain a low threshold for bringing in a patient for a face-to-face consultation if there are safeguarding concerns.

For further information see:

[https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/CO485\\_guidance-and-standard-operating-procedures-general-practice-covid-19.pdf](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/CO485_guidance-and-standard-operating-procedures-general-practice-covid-19.pdf)

When consulting face to face clinicians should consider:

- Use of appropriate PPE as per PHE and current trust guidelines – see Trust IPC policy
- Ensure wiping down between patients in line with trust and national guidelines – refer to trust IPC policy.

If you see a patient with previous FGM you MUST report it to 101. If you see a patient who you feel is at risk of FGM you MUST report it to the police and a safeguarding referral must be done.

Training

Trust Policies:



Safeguarding  
Children Policy 8.0.pdf



Adult Safeguarding  
Policy 9.0.pdf



**For ELFT staff who need support/advice about any Safeguarding concerns. Please contact the Named Professional for Adult Safeguarding:**

Dinh Padicala - dinh.padicala@nhs.net - Associate Director for Safeguarding Adults and Domestic Abuse: 02081215403

James Thomas - james.thomas44@nhs.net - Named professional for safeguarding children (Tower Hamlets): 02081215358 / 07341789596

Cheneka Murray – Cheneka.murray@nhs.net - Named professional for safeguarding children (City and Hackney): 07435733991

Suzaan Jenkinson – Suzaan.jenkinson@nhs.net - Named Professional for Safeguarding Adults (Bedford and Central Beds): 01234316716 / 07775 002926

Dermott Flynn – dermott.flynn@nhs.net - Named Professional for Safeguarding Adults (Luton): 01234316716 / 07775027164

Emma Crivellari - emma.crivellari@nhs.net - Named professional for Safeguarding Adults (Newham): 07789877158

Tony Alston - tony.alston@nhs.net - Named professional for Safeguarding Adults (Bedfordshire): 07920075744

**For ELFT staff who need support/advice about any Safeguarding concerns. Please contact the Named Professional for Child Safeguarding:**

Victoria Winfield-Brown – Victoria.winfield-brown@nhs.net - : Associate Director for Safeguarding Children: 07940001247

Gurinder Lall – gurinder.lall@nhs.net - Named professional for Safeguarding Children (Tower Hamlets): 07908194436

Catherine Jordan – Catherine.jordan2@nhs.net - Named professional for Safeguarding Children (Luton): 07733124587

Maura Hubbard – maura.hubbard@nhs.net - Named professional for Safeguarding Children (Newham): 07867177225

Bev Heredge – bev.heredge@nhs.net - Named professional for Safeguarding Children (City & Hackney): 07721237802

**Is there a safeguard concern for an adult at risk of harm?**

**Referral process**

- Are they in immediate danger?
- Has a crime been committed?
- Is there a need to protect forensic evidence?

- Has an adult at risk been harmed whilst receiving service by ELFT?
- Has an allegation of a safeguarding concern been made about a patient/service user that concerns colleagues?

- Do you have a concern that an adult that is being harmed or is at risk of harm by a carer, family member, friend, self, stranger, or another provider agency i.e nursing home or residential home?

Contact appropriate emergency services on 999

- Ensure the patients/SU's Safety
- Ensure that the person alleged to have caused harm/potential harm does not have contact with the adult 'at risk'

Contact:

- Social care 0300 300 8585
- Line Manager
- Safeguarding Leads
- Seek advice from a clinician

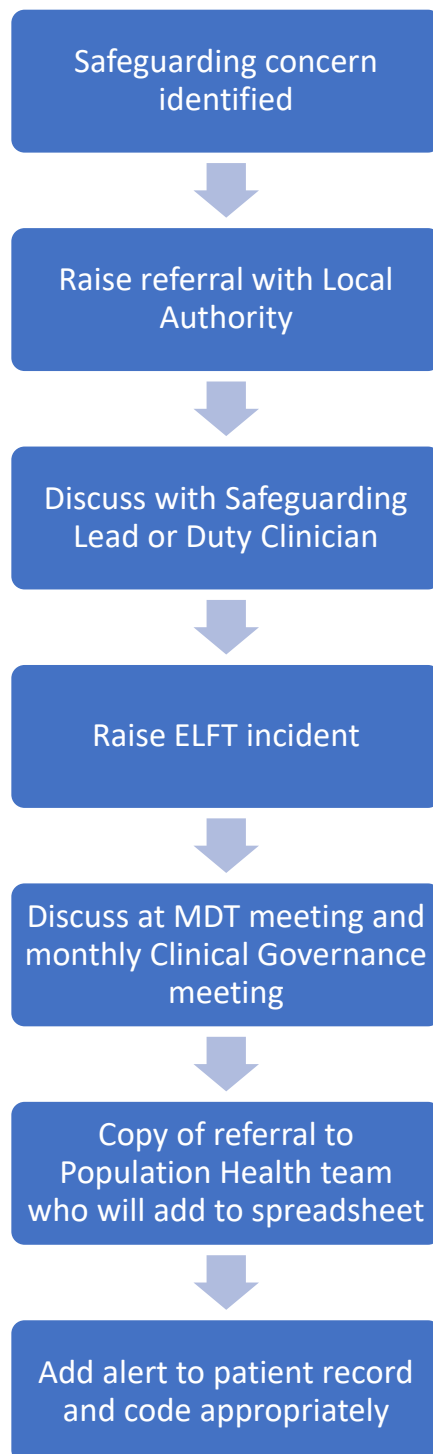
- Contact SG Lead or senior colleague
- Refer to
- Inform Practice Manager
- Complete incident form
- Follow safeguarding policy

- Send written copy of concern to social services referral into records
- Inform line manager
- Inform Safeguard leads
- Log safeguarding concern on ELFT
- Add locally agree read codes

- Consider Other options i.e CQC referral
- Discuss with Safeguard concerns in incident report
- Document appropriately

**Continue to risk assess and monitor at regular intervals**

## Adult Safeguarding Referral Process



Safeguarding Adults Referral Link

[Safeguarding Bedfordshire - Report a concern about an adult](#)

# Child Referral Process

**Is there a safeguard concern for  
a child at risk of harm?**

## **Referral process**

Where a young person discloses abuse or neglect

- Listen, take their allegation seriously, and reassure that you will take action to keep them safe
- Inform them of what you are going to do next
- Do not promise confidentiality
- Do not question further or approach/inform the alleged abuser

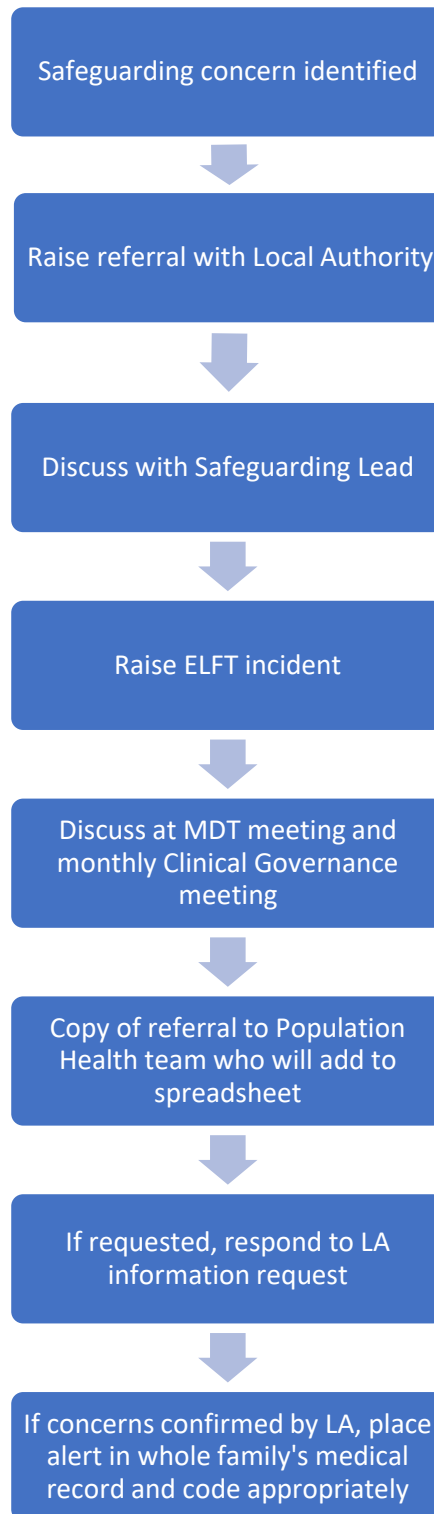
Discuss concerns with practice safeguarding lead. If unavailable:

Advice can also be sought from Bedford Children's integrated front door on 01234 718700  
concerns and decisions should be recorded in the child's clinical record

If you still have concerns raise a referral

<https://ehchildandfamilies.bedford.gov.uk/web/portal/pages/cpconcern#assess>, and follow the process map

# Child Safeguarding Referral Process



Safeguarding Children Referral Link

[Bic 100 Children's Services Referral Form | Sign In \(centralbedfordshire.gov.uk\)](#)



## 10 Important rules for information Governance

- Treat all personal confidential data carefully and follow “need to know” principles
- Use your own password when logging onto computers and only save information in secure locations that are provided
- Keep your smart card secure and don't lend it to anyone
- Lock your computer when it's not in use
- Always follow sending and transferring information securely procedures
- Keep your desk clear and secure ALL confidential information when you leave your desk
- Record and report ALL information related incidences
- Contact your Caldecott guardian of information and governance lead before sharing confidential data with external organisations where no sharing protocol exists
- Remember YOU are RESPONSIBLE for what you do!
- If in doubt, ask a senior lead or manager

For further information, contact your local Caldecott Guardian