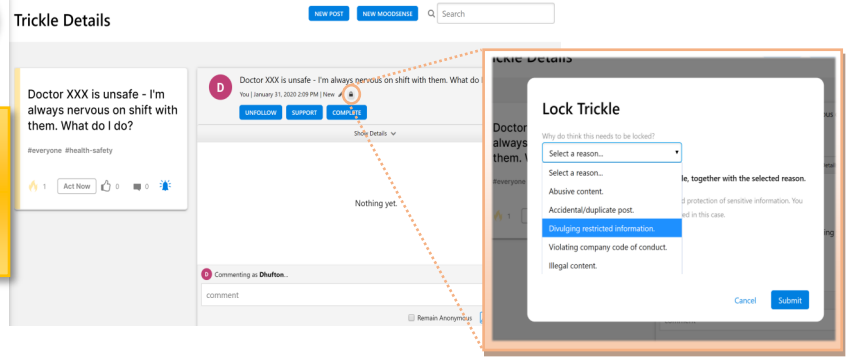


Post/comment is flagged (at the moment this is by email to trickle@nhslothian.scot.nhs.uk)

A screenshot of post is taken (once post locked the content of trickle can't be read by anyone).
Email of user looked up on trickle.
Screenshot emailed to trickle@nhslothian.scot.nhs.uk



Post is locked and not visible

Site CR and ADME take responsibility for review of the locked trickle

Trickle should be ideally be reviewed within 2 working days

Site ADME and CR send email to community member using this email template amended appropriately:

"Thank you very much for raising this concern. As Trickle is a forum to highlight areas of practice which are excellent, and to support this change in other areas we feel that this concern does not meet these criteria. However we really feel that your concern should be explored further, and dealt with confidentially and proportionately.

Please could you consider contacting any of the people below; all of whom can support you and discuss your options in a confidential way:

- The Associate Director of Medical Education for the site....email address
- The Speak Up Initiative (SpeakUp@nhslothian.scot.nhs.uk)
- Your Clinical or Educational Supervisor or Training Programme Director
- Alternately please consider raising this via the STS or NTS (Scottish Trainee Survey, or National Trainee Survey) in the free text section.

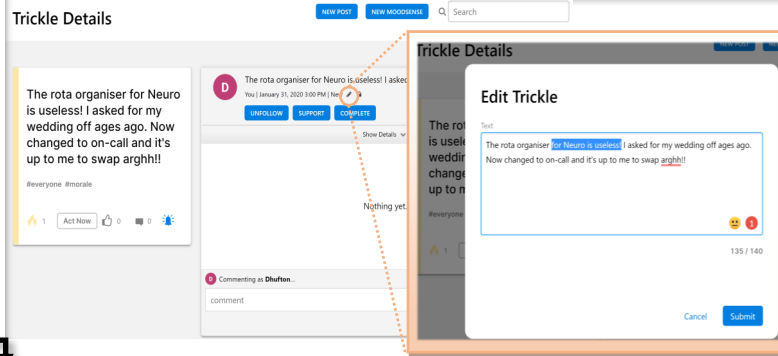
Further information about the NHS Lothian policies regarding experience at work may be found on HR Online."

Post raising a concern? (Pt Safety, bullying, fraud etc.)

Post remains locked

Can the post be edited to retain useful content?

Post remains locked



Post is edited and unlocked

Consider an additional comment on trickle to move the conversation in the right direction.

ADME and CR consider the appropriate response dependent on the exact nature of the post.

Email is sent to community member to discuss the issue (+/- Clinical Supervisor notified).

Depending on discussion and nature of post appropriate action is taken in line with NHS Lothian values and other NHS Lothian Policies: Bullying and Harassment; Confidentiality and Social Media"

Trickle@nhslothian.scot.nhs.uk used as secure mailbox to have conversations and provide audit trail of communication about the post.

Site CR and ADME consider sending an email response to say:
Thank you for posting
Explain why post/comment was edited
Any other appropriate action/signposting.