TIPS FIRST 100 DAYS

Who Do I Ask? — Escalation Map

A desk-side prompt for recognising uncertainty, checking the local route and involving the right person.

THE PURPOSE IS NOT TO KNOW EVERYTHING.
Safe Patient Services means recognising when something needs checking, knowing where to look and involving the appropriate colleague.

My practice	My manager / supervisor	Date reviewed

My core escalation routes

Situation	My first local route	Backup / where guidance is held
Operational / workflow uncertainty		
Clinical concern or possible urgency		
Safeguarding concern		
Confidentiality / IG concern		
Difficult / abusive behaviour		
Complaint / dissatisfaction		
Incident / mistake		
IT / business continuity issue		

PROFESSIONAL PAUSE	STOP Do not rush.	CHECK What do I know?	ACT Safely and within role.

IF PATIENT SAFETY IS UNCERTAIN: Stop. Ask. Escalate. Do not make a clinical judgement outside your role, training or authorised local process.

WHO DO I ASK? | **MY LOCAL ESCALATION MAP**

Complete this with your manager, mentor or experienced colleague

The answers are deliberately blank. Escalation arrangements differ between practices and may change over time. Record the current authorised local route and review it when processes change.

When this happens...	Who / where first?	Backup route	Guidance / SOP location
Appointment / care-navigation uncertainty			
Prescription / medication-process query			
Test result or clinical-message query			
Referral / hospital-correspondence query			
Patient appears very unwell or something sounds urgent			
Patient is distressed or vulnerable			
Possible safeguarding concern			
Identity / confidentiality concern			
Angry, abusive or threatening behaviour			
Complaint or expression of dissatisfaction			
I have made or noticed a mistake			
System / telephone / IT failure			
Staffing / workload pressure is affecting safe work			
I simply do not know what to do			

ESCALATION IS NOT FAILURE.
Recognising the limit of your role or certainty, checking the process and asking for help are signs of safe professional practice.

WHO DO I ASK? | **MY THREE-LEVEL SAFETY NET**

Build a simple route you can remember under pressure

LEVEL 1 — CHECK	LEVEL 2 — ASK	LEVEL 3 — ESCALATE
Where is the current local procedure, guidance or authorised pathway?	Who is the appropriate experienced colleague, manager or clinician to ask?	If uncertainty, risk or concern remains, what is the authorised escalation route?

My personal safety net

The person / role I usually ask first	
If they are unavailable, I ask	
For clinical uncertainty, my local route is	
For safeguarding, my local route is	
For an immediate operational problem, my local route is	
If I feel too pressured to work safely, I tell	

Before I act, I can ask myself

☐ Is this within my role?	☐ Do I know the current local process?
☐ Am I certain enough to proceed safely?	☐ Does somebody else need to know?

IF THE ANSWER IS “I'M NOT SURE” — THAT IS YOUR CUE TO CHECK.
People. Practice. Potential. Safe professionals know when to ask.