

## Raising concerns case studies

### Case study 3: Rural practice

Mary works as a midwife in a small rural practice based in a general practitioner's surgery which has two general practitioners. Six weeks ago she became aware that the practice manager was fiddling the books. The practice manager had taken money from petty cash and recorded it as being used for the costs of providing antenatal classes by Mary. Mary does not provide antenatal classes from that surgery.

Mary gets along well with the partners but she knows they like the practice manager enormously. She is worried that the partners might not believe her, and that it will permanently sour relationships in such a small practice.

**Stop here** Ask staff what they think Mary should do.

Mary decided to call the health authority who arranged for her to talk to an auditor. After discussing it with Mary, the health authority said it would meet with the partners to explain the concern and suggest they investigate.

The investigation found that the practice manager had stolen significant sums and she was dismissed with immediate effect. The general practitioners thanked Mary and told her that she had done the right thing.