Healthier Communities, Outstanding Care



Speaking Up Guidance Document

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Approved by:	Joint Staff Partnership Forum
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This reference guide is to assist SFH colleagues in the process of speaking up to raise concerns.

How to Speak Up and What Will Happen

Step one

Wherever possible, we would hope that you would feel able to raise concerns locally with your line manager, professional lead or tutor (for students). This may be done verbally or in writing. Alternatively, you may also wish to raise your concern with a higher line manager.

Step two

If you feel unable to raise the matter with your line manager or you have but feel that the matter is not resolved at that stage, please raise the matter with our local Freedom to Speak Up Guardian or Freedom to Speak up Champions(s):

The Freedom to Speak Up Guardian and Freedom to Speak up Champions will:

- thank you for speaking up about your concern
- ensure you receive timely support to progress your concern or take ownership of the concern
- escalate to a Director or the Chief Executive if there are any indications that you are being subjected to detriment for speaking up.
- give you timely feedback on how your concern is being dealt with
- ensure you have access to personal support since speaking up may be stressful.

If you want to raise the matter in confidence, please say so at the outset so appropriate arrangements can be made.

Our Freedom To Speak Up Guardian is Kerry Bosworth and contactable at kerry.bosworth@nhs.net

Step three

If these channels have been followed and you still have concerns, or if you feel the matter is so serious that you cannot discuss it with any of the above please raise it with an Executive Director, the Chief Executive or our Non-Executive Lead for Freedom to Speak Up / Senior Independent Director (Barbara Brady) - email: barbara.brady1@nhs.net

Step four

You can also speak up formally with external bodies as outlined in appendix 1 of the Speak Up Policy

What will happen when I speak up?

We will:

Thank you for speaking up

Help you identify the options for resolution

Signpost you to health and wellbeing support

Confirm what information you have provided consent to share

Support you with any further next steps and keep in touch with you

Steps towards resolution:

Engagement with relevant senior managers (where appropriate)

Referral to HR process (where approprate)

Referral to patient safety process (where approprate)

Other type of appropriate investigation, mediation, etc

Outcomes:

The outcomes will be shared with you wherever possible, along with learning and improvement identified

Escalation:

If resolution has not been achieved, or you are not satisfied with the outcome, you can escalate the matter to the senior lead for FTSU or the non-executive lead for FTSU (if you are in an NHS trust)

Alternatively, if you think there are good reasons not to use internal routes, speak up to an external body, such as the CQC or NHS England

