

STOP IT

National Guardian's Office

Sir Robert Francis' *Freedom to Speak Up* review in February 2015, found that patients could be at risk of harm because concerns were not being raised routinely by NHS staff.

In the report he recommended the need for an independent National Guardian for the NHS, to provide leadership for staff who have spoken up and feel that they have been poorly handled by their employer or other bodies.

The National Guardian supports Freedom to Speak Up Guardians in all NHS Trusts.

The Guardians work to create a culture of openness within the NHS, where staff are encouraged to speak up, lessons are learned, and care improves as a result.

Speak up in confidence

Email: FTSU@eastamb.nhs.uk
Call: 07562 158013

Further information on speaking up

As an NHS organisation, we have a responsibility to be safe in every aspect of what we do. The Trust is committed to embracing a culture of honesty, openness and transparency.

Your FTSU Guardian has a responsibility to ensure that the Trust Board, the CEO and senior managers are regularly updated about any concerns being raised, are aware of the barriers staff face when speaking up and are able to take forward any learning.

**When you speak up,
it can support change
and be influential.**

#WeAreEEAST 

@EEAST_FTSU

www.eastamb.nhs.uk



Freedom to Speak Up



What is Freedom to Speak Up?

The Trust is asking all E EAST staff to support its vision of providing an outstanding quality of care for our patients and ensuring the organisation is an exceptional place to work, volunteer and learn. Speaking up is a valuable part of this.

Let's set the scene, you're reflecting on an incident that occurred at work a couple of weeks ago. You feel uncomfortable about what happened because:

- it did not follow correct procedure/guidance, or
- it involved an inappropriate statement/action, or
- it made your working conditions unsafe.

How did it make you feel?

Is it affecting the way you work or your working relationships?

Is it impacting on your personal life?

Now ask yourself, how often do you reflect on something that has happened at work, which still concerns you? You know it's not right, but something is stopping you from speaking up about it. Maybe you do not feel confident or able to raise it, yet you cannot get it out of your head.

This is exactly what Freedom to Speak Up is about.



Your Freedom to Speak Up Guardian

Who is Freedom to Speak Up for?

All employees working for, or on behalf of, the Trust including contractors, agency workers, temporary workers, students and volunteers, irrespective of band or discipline.

We want you to feel empowered to speak up in a safe and confidential environment supporting a culture of honesty, transparency and continuous improvement. You can do this with your immediate line manager, union rep, HR or through the Freedom to Speak Up Guardian.

How do I speak up?

Ideally, we should all be able to raise our issues and concerns with our supporting manager, however, for many reasons this may not always feel possible.

If you would like to talk, please contact your Freedom to Speak Up Guardian, Janice Scott via:

- Email FTSU@eastamb.nhs.uk
- Call 07562 158013

What will happen once I raise a concern?

Together, we will arrange a convenient time to discuss your concern, over the phone or in person.

- **We will talk through your concern and discuss how you want to proceed.**
- **You will decide what information you would like to be shared.**
- **You may choose to be anonymous, and we will discuss this.**

There may be a need to gather more information at this point or we may discuss whether another service is more appropriate, in which case you will be signposted to that service for support. If the concern needs to be taken forward, we will discuss how this happens and the FTSU Guardian will keep you regularly updated with progress.

Only the Trust Guardian will have access to emails and information you provide.

Non-identifiable data will be used for monitoring and reporting requirements.

