

Freedom to Speak Up Policy: Raising Concerns

Doc ID: W4

Additionally refer to:

- W30 - Equality, Diversity and Inclusion
- W8 - Grievance Policy
- W7 - Disciplinary Policy
- W4 - Resolving Bullying and Harassment
- W37 - Employee Investigations Policy
- HS02 - Incident reporting and investigation (staff, contractors and members of the public) including RIDDOR 2013
- GOV06 - Managing Conflicts of Interest in the NHS
- NHS Constitution
- Safeguarding Children & Young People
- CG15 - Safeguarding of Adults at Risk of Abuse Policy
- GOV03 - Prevent Violent Extremism and Radicalisation Policy and Procedure
- FREE1 - Anti-Fraud Specialist (AFS) & Freedom to Speak Up Guardian (FTSUG): Liaison & Joint Working Protocol
- HR58 - Anti-Fraud, Bribery and Corruption Policy

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Freedom to Speak Up Policy

The Shrewsbury & Telford Hospital

NHS Trust

June 2023

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Speak Up - We Will Listen

We welcome speaking up and we will listen. By speaking up at work you will be playing a vital role in helping us to keep improving our services for all patients and the working environment for our staff.

This policy is for all our workers. [The NHS People Promise](#) commits to ensuring that “we each have a voice that counts, that we all feel safe and confident to speak up, and take the time to really listen to understand the hopes and fears that lie behind the words”.

We want to hear about any concerns you have, whichever part of the organisation you work in. We know some groups in our workforce feel they are seldom heard or are reluctant to speak up. You could be an agency worker, bank worker, locum or student. We also know that workers with disabilities, or from a minority ethnic background or the LGBTQ+ community do not always feel able to speak up.

This policy is for all workers, and we want to hear all our workers’ concerns.

At Shrewsbury and Telford Hospital it is a mandatory requirement that all our workers complete the [online training](#) on speaking up. The online module on listening up is mandated specifically for managers to complete and the module on following up is mandated for senior leaders to complete.

You can find out more about what Freedom to Speak Up (FTSU) is in these [videos](#).

This Policy

All NHS organisations and others providing NHS healthcare services in primary and secondary care in England are required to adopt this national policy as a minimum standard to help normalise speaking up for the benefit of patients and workers. Its aim is to ensure all matters raised are captured and considered appropriately.

What Can I Speak Up About?

You can speak up about anything that gets in the way of patient care or affects your working life. That could be something which doesn't feel right to you: for example, a way of working or a process that isn't being followed; you feel you are being discriminated against; or you feel the behaviours of others is affecting your wellbeing, or that of your colleagues or patients.

Speaking up is about all of these things.

Speaking up, therefore, captures a range of issues, some of which may be appropriate for other existing processes.

- Equality, Diversity and Inclusion Policy
- Grievance Policy
- Disciplinary Policy
- Resolving Bullying and Harassment
- Employee Investigations Policy
- Fraud and Corruption

- Managing Conflicts of Interest in the NHS
- Safeguarding Children and Young People Guidelines and Procedure
- Managing Allegations against staff who work with Children and Young People
- Safeguarding of Adults at Risk of Abuse Policy
- Managing Allegations against Staff in Positions of Trust Procedure (for those working with Adults with Care and Support Needs)
- NHS Prevent Strategy

That is fine, as an organisation, we will listen and work with you to identify the most appropriate way of responding to the issue you raise.

We Want You to Feel Safe to Speak Up

Your speaking up to us is a gift because it helps us identify opportunities for improvement that we might not otherwise know about.

We will not tolerate anyone being prevented or deterred from speaking up or being mistreated because they have spoken up.

At SaTH our senior leaders are committed to supporting an open, honest and kind culture for all our workforce.

Who Can Speak Up?

Anyone who works in NHS healthcare, including pharmacy, optometry and dentistry. This encompasses any healthcare professionals, non-clinical workers, receptionists, directors, managers, contractors, volunteers, students, trainees, junior doctors, locum, bank and agency workers, and former workers.

Speaking Up Internally

Most speaking up happens through conversations with supervisors and line managers where challenges are raised and resolved quickly. We strive for a culture where that is normal, everyday practice and encourage you to explore this option – it may well be the easiest and simplest way of resolving matters.

However, you have other options in terms of who you can speak up to, depending on what feels most appropriate to you.

- [Senior manager, partner or director](#) with responsibility for the subject matter you are speaking up about.
- The patient safety team or clinical governance team sath.patientsafety@nhs.net.
- You can also [incident report/datix](#).
- Local counter fraud team (where concerns relate to fraud) Darrell.Davies@miaa.nhs.uk 07584 774763/0151 285 4500

Our Freedom to Speak Up Guardians

Helen Turner, FTSU Lead Guardian 07596 318482; Helen.Turner51@nhs.net

Chan Kaur, FTSU Guardian 07773 976983; Chan.Kaur@nhs.net

Who can support you to speak up if you feel unable to do so by other routes. The guardian will ensure that people who speak up are thanked for doing so, that the issues they raise are responded to, and that the person speaking up receives feedback on the actions taken. You can find out more about the guardian role [here](#).

[Our HR Team](#) - Advisory Line ext 2891 sath.hradvice@nhs.net

Junior Doctors

- The Trusts Guardian of Safe Working – Dr Barrowclough, can be contacted via her email if you are worried about anything bridget.barrowclough@nhs.net
- Dr Wood, Director of Medical Education gordon.wood2@nhs.net
- Dr Marsh - Post Graduate Clinical Tutor adrianmarsh@nhs.net
- FY1 Training Programme Director parminder.kaur12@nhs.net
- FY2 Training Programme Director Liz.King@nhs.net
- Junior Clinical Fellow & Foundation Training Programme Director rebecca.race@nhs.net
- Senior Clinical Fellow Lead dodiy.herman@nhs.net
- A trainees Educational Supervisor or Clinical Supervisor
- Any member of the Medical Education Team based within PRH Education Centre or SECC
- The Educational Lead for the area the trainees are working within
- International Medical Graduate Lead subramanian.kumaran@nhs.net

- Student Midwives – Your ward manager and each area/ward has an educational link midwife. The clinical placement facilitators - leona.gollins@nhs.net and natasha.mcavoy-jones2@nhs.net. Student midwives also have course leads and their own academic and personal tutor where concerns can be raised to.
- Student Nurses – Your ward manager, clinical placement facilitators and university personal tutors.

Our senior lead responsible for Freedom to Speak Up - Anna Milanec - Anna.Milanec@nhs.net 07596 318490 -

they provide senior support for our speaking-up guardian and are responsible for reviewing the effectiveness of our FTSU arrangements.

Our non-executive director responsible for Freedom to Speak Up - Teresa Boughey; Teresa.Boughey@nhs.net
07970 778874

Speaking Up Externally

If you do not want to speak up to someone within our organisation, you can speak up externally to:

- Care Quality Commission (CQC) for quality and safety concerns about the services it regulates – you can find out more about how the CQC handles concerns [here](#).

NHS England for concerns about:

- GP surgeries
- dental practices
- optometrists
- pharmacies
- how NHS trusts and foundation trusts are being run (this includes ambulance trusts and community and mental health trusts)
- NHS procurement and patient choice
- The national tariff

NHS England may decide to investigate your concern themselves, ask your employer or another appropriate organisation to investigate (usually with their oversight) and/or use the information you provide to inform their

oversight of the relevant organisation. The precise action they take will depend on the nature of your concern and how it relates to their various roles.

Please note that neither the Care Quality Commission nor NHS England can get involved in individual employment matters, such as a concern from an individual about feeling bullied.

- NHS Counter Fraud Agency for concerns about fraud and corruption, using their online reporting form or calling their freephone line 0800 028 4060.
- If you would like to speak up about the conduct of a member of staff, you can do this by contacting the relevant professional body such as the General Medical Council, Nursing and Midwifery Council, Health & Care Professions Council, General Dental Council, General Optical Council or General Pharmaceutical Council.

Appendix B contains information about making a 'protected disclosure'.

How Should I Speak Up?

You can speak up to any of the people or organisations listed above in person, by phone or in writing (including email).

The most important aspect of your speaking up is the information you can provide, not your identity.

You have a choice about how you speak up:

- Openly: you are happy that the person you speak up to knows your identity and that they can share this with anyone else involved in responding.
- Confidentially: you are happy to reveal your identity to the person you choose to speak up to on the condition that they will not share this without your consent.
- Anonymously: you do not want to reveal your identity to anyone. This can make it difficult for others to ask you for further information about the matter and may make it more complicated to act to resolve the issue. It also means that you might not be able to access any extra support you need and receive any feedback on the outcome.

In all circumstances, please be ready to explain as fully as you can the information and circumstances that prompted you to speak up.

Advice & Support

Health and Wellbeing - You can find out about the local support available to you [here](#).

Your local staff networks can be a valuable source of support and to find out more contact our EDI Team; sath.edi@nhs.net.

Chaplaincy – Contact: sath.chaplaincyteam@nhs.net.

Unions – at SaTH we recognise a number of unions, and their contact details and Trust representatives can be found [here](#).

You can access a range of health and wellbeing support via NHS England:

- [Support available for our NHS people](#).
- [Looking after you: confidential coaching and support for the primary care workforce](#).

NHS England has a [Speak Up Support Scheme](#) that you can apply to for support.

You can also contact the following organisations:

- [Speak Up Direct](#) provides free, independent, confidential advice on the speaking up process.
- The charity [Protect](#) provides confidential and legal advice on speaking up.
- [The Trades Union Congress](#) provides information on how to join a trade union.
- [The Law Society](#) may be able to point you to other sources of advice and support.
- [The Advisory, Conciliation and Arbitration Service](#) gives advice and assistance, including on early conciliation regarding employment disputes.

What Will We Do?

The matter you are speaking up about may be best considered under a specific existing policy/process; for example, our process for dealing with bullying and harassment. If so, we will discuss that with you. If you speak up about something that does not fall into an HR or patient safety incident process, this policy ensures that the matter is still addressed.

What you can expect to happen after speaking up is shown in Appendix A.

Resolution and Investigation

We support our managers/supervisors to listen to the issue you raise and take action to resolve it wherever possible. In most cases, it is important that this opportunity is fully explored, which may be with facilitated conversations and/or mediation.

Where an investigation is needed, this will be objective and conducted by someone who is suitably independent (this might be someone outside your organisation or from a different part of the organisation) and trained in investigations. It will reach a conclusion within a reasonable timescale (which we will notify you of), and a report will be produced that identifies any issues to prevent problems recurring.

Any employment issues that have implications for you/your capability or conduct identified during the investigation will be considered separately.

Communicating with You

We will always treat you with respect and will thank you for speaking up. We will discuss the issues with you

to ensure we understand exactly what you are worried about. If it is decided to investigate, we will tell you how long we expect the investigation to take and agree with you how to keep you up to date with its progress. Wherever possible, we will share the full investigation report with you (while respecting the confidentiality of others and recognising that some matters may be strictly confidential; as such it may be that we cannot even share the outcome with you).

How We Learn from Your Speaking Up

We want speaking up to improve the services we provide for patients and the environment our staff work in. Where it identifies improvements that can be made, we will ensure necessary changes are made, and are working effectively. Lessons will be shared with teams across the organisation, or more widely, as appropriate.

Review

We will seek feedback from workers about their experience of speaking up. We will review the effectiveness of this policy and our local process annually, with the outcome published and changes made as appropriate.

Senior Leaders' Oversight

Our most senior leaders will receive a report quarterly providing a thematic overview of speaking up by our staff to our FTSU guardian(s).

Appendix A: 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

Referral to patient safety process

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.

Appendix B: Making a Protected Disclosure

Making a 'Protected Disclosure':

A protected disclosure is defined in the Public Interest Disclosure Act 1998. This legislation allows certain categories of worker to lodge a claim for compensation with an employment tribunal if they suffer as a result of speaking up. The legislation is complex and to qualify for protection under it, very specific criteria must be met in relation to who is speaking up, about what and to whom. To help you consider whether you might meet these criteria, please seek independent advice from the Protect or a legal representative.

Appendix C: A Best Practice Guide



Responding to experiences of disadvantageous or demeaning treatment as a result of speaking up

Introduction:

Speaking up is a gift – an opportunity for us to engage with colleagues. A chance to hear different ideas and suggestions, enhance worker experience, prevent patient harm, and learn and improve when things don't go to plan or could be better.

One of the biggest barriers to speaking up is a fear of reprisals. Over 600 healthcare colleagues who spoke up in [2020/21](#), believed they experienced some form of disadvantageous and/or demeaning treatment as a result. The impact for individuals can be devastating and long-lasting. Our health and wellbeing suffer, and these experiences often lead to sickness absence and resignation. We cannot work at our best when our environment feels psychologically unsafe and this impacts on communication, effective teamwork, and safe patient care. It is important that we hear as soon as possible if someone believes they, or others, are in that position so we can work to resolve the situation.

In our regional Midlands network, Freedom to Speak Up (FTSU) Guardians have come together to develop this best practice guide to help us respond consistently when colleagues tell us about these experiences. Healthcare organisations are welcome to use this guide to support their own Freedom to Speak Up policy and process. We call on the support of all healthcare workers to make it as safe as possible for us all to speak up by living our organisational values, treating each other with civility and respect, and creating a just culture where listening and

learning happens every day.

Guiding Principles:

- We can expect to be thanked and treated with dignity and respect when we speak up
- We expect all colleagues to create a [psychologically safe](#) environment where speaking up is business as usual
- We won't tolerate mistreatment or poor behaviour towards colleagues who speak up
- We appreciate speaking up can affect people in different ways and will do all we can to support everyone involved fairly and with compassion
- Our focus will be on learning and improving
- We encourage colleagues to report any concerns about disadvantageous and/or demeaning treatment
- We will refer all concerns about disadvantageous and/or demeaning treatment to the Executive Lead for Freedom to Speak Up'
- We will follow our Freedom to Speak Up process to ensure any such concerns are fully explored and any necessary steps taken
- We will keep colleagues informed and updated throughout the process.

What We Mean by Disadvantageous/Demeaning Treatment:

This guide refers to treatment as a result of the act of speaking up, rather than the specifics of the matter raised by speaking up. It can be a deliberate act or a failure to act /omission. Sometimes these actions can be subtle and not always easy to recognise. Whilst behaviours might not be intentional, the impact can still be significant if a person believes they are being treated poorly or differently.

Such treatment may include: (these are examples and not limited to)

- Experiencing poor behaviours not in line with our organisational values e.g. being ostracised, gaslighting, gossiping, incivility. Our values at SaTH can be found [here](#).

- Given unfavourable shifts; repeated denial of overtime/bank shifts; being denied shifts in a certain area/ department without good reason; changes to shifts at short notice with no apparent reason
- Repeatedly denied annual leave; failure on a regular basis to approve in reasonable time; or leave cancelled without good reason
- Micro-managing; excessive scrutiny
- Sudden and unexplained changes to work responsibilities, or not being given adequate support
- Being moved from a team or inexplicable management of change
- Being denied access to development opportunities; training or study leave without good reason
- Being overlooked for promotion.

Responsibilities:

We appreciate that speaking up can at times, feel challenging, particularly when we are involved in the issues that are being raised. However, we rely on each other to do the right thing and we all share a responsibility to speak up when we see something that doesn't feel right. By working together and supporting everyone affected by speaking up, we can prevent colleagues experiencing poor treatment.

As individuals we share a responsibility to:

- Create a psychologically safe environment where speaking up is business as usual
- Treat our colleagues well when they speak up
- Speak up and be an ally when we witness disadvantageous and/or demeaning treatment
- Listen up and learn from speaking up

As an organisation we have a responsibility to:

- Protect workers who speak up from disadvantageous / demeaning treatment
- Ensure the working environment is a safe one

- Respond to concerns of disadvantageous / demeaning treatment by examining the facts, reviewing outcomes, providing feedback, and reflecting and learning

Recording:

- Reports of disadvantageous/demeaning treatment will be recorded by the Freedom to Speak Up Guardian on the central speak up database.
- Information will be kept strictly confidential, only shared on a need-to-know basis.
- Freedom to Speak Up Guardians are required to report speak up activity on a quarterly basis to the National Guardian's Office. The number of people sharing concerns relating to perceived disadvantageous/demeaning treatment as a result of speaking up is included in this data.

What To Do:

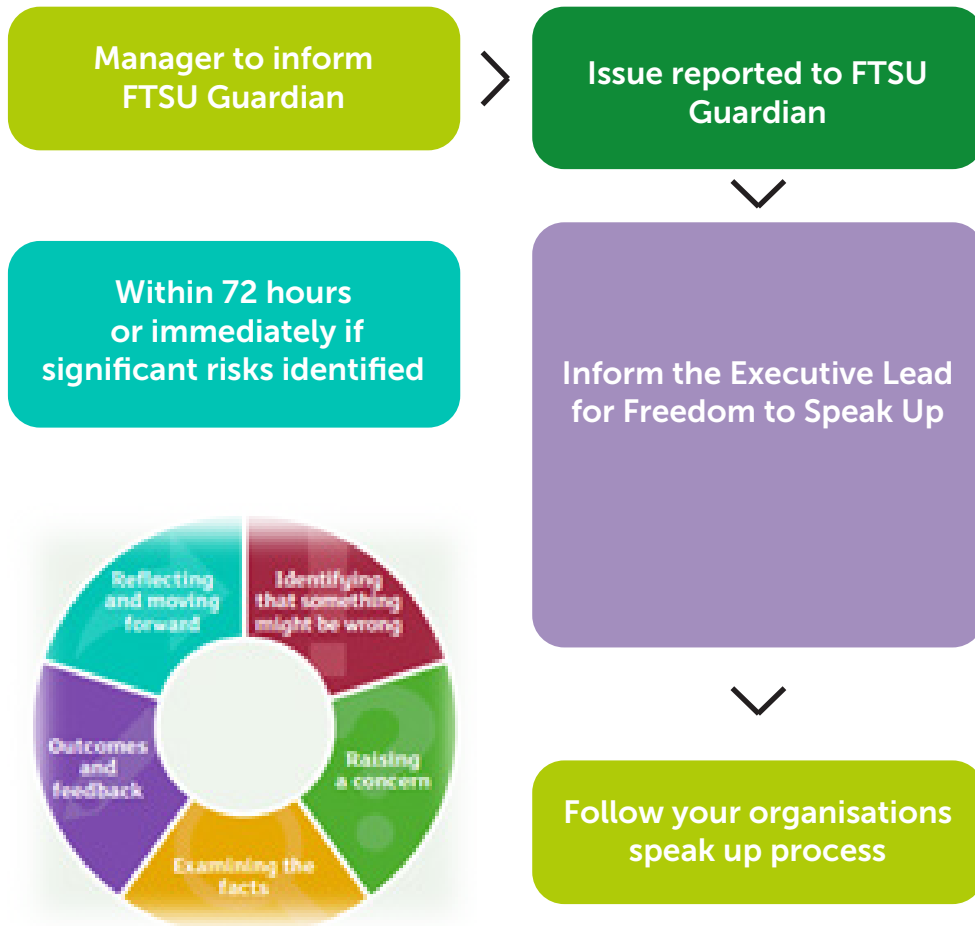
I/my colleague spoke up and now I believe I am/my colleague is experiencing disadvantageous or demeaning treatment as a result:

Speak to a manager or the Freedom to Speak Up Guardian as soon as possible

(or see FTSU policy for other options of who to speak to)

- Your concern will be taken seriously
- You will be supported whilst your concern is reviewed
- You will be kept informed and provided with feedback
- You will be signposted to wellbeing support if needed

A colleague reports disadvantageous or demeaning treatment after speaking up to a manager or the Freedom to Speak Up (FTSU) Guardian:



- Clarify matters of confidentiality, what information will be shared and with whom
- FTSU Guardian will record on the central FTSU database
- Consider if any immediate action is required to protect the worker from disadvantageous or demeaning treatment. (particularly important in the case of perceived bullying and/or harassment)
- Consider any potential patient safety issues and immediate action required
- Receive assurance line management arrangements are in place to support anyone who might be affected
- Responsible exec to co-ordinate discussion involving FTSU Guardian and appropriate colleagues, for example. Operational colleagues, HR, Patient Safety, Safeguarding, Staff Side

In line with Speak Up Process:

- Clarify matters of confidentiality
- Agree how and what to be explored (terms of reference), and timescales for completion
- Identify independent lead for any review/investigation
- Agree arrangements for monitoring and feedback
- Share and record key actions, outcomes, learning and recommendations.
- Share wider learning across the organisation

If investigation reveals any unresolved issues relating to individual performance or conduct, consider consulting with human resources colleagues according to local policies/process.