**Purpose**

The purpose of this Standard Operating Procedure (SOP) is to provide a comprehensive set of instructions to members of Blackpool Teaching Hospitals NHS Foundation Trust (BTH) and Community on the appropriate use of the Freedom to Speak Up Guardian record keeping. This document is not intended as a system training guide – training guides are available from the IT Training team. This document outlines how and when particular system features should be used to ensure a consistent approach to receiving, responding and recording FTSUG concerns raised by colleagues.

1. **Scope**
   Organisation and Development – Freedom to Speak Up Guardian Role

2. **Records Kept**

   2.1.1 Minutes of meetings taken by others are scanned and sent by email to the FTSUG where they are saved to a file S Drive (FTSUG Folder) which is securely supported by ITand named relevant to the concern being raised. Paper copies are then shredded.

   2.1.2 A copy of the notes are sent where possible by secure email to the ‘person raising the concern’ unless they have signed a copy of the notes at the time of the meeting to verify their accuracy.

   2.1.3 Information and updates relating to the concern are recorded on a spreadsheet which is saved securely in the FTSUG Folder on the shared S drive which has full IT security support.

   2.1.4 Email correspondence is saved in the Guardian’s email folders during the investigation and copied and saved to the relevant folder on completion on the Shared S Drive (FTSUG Folder) which is securely supported by IT.

3. **Consultation Properties**

   3.1.1. Concerns should be responded to in a timely manner and where possible within HR's KPIs.

   3.1.2. Colleagues should be informed of progress regularly (not possible for anonymous concerns).

   3.1.3. Colleagues must be asked if they require anonymity (if permitted).
3.1.4. Details of the concern should be accurately recorded on the Data Record Sheet by the Freedom to Speak Up Guardian.
3.1.5. All colleagues should be thanked when they raise the concern.
3.1.6. An evaluation form should be sent once the concern has come to fruition (with the exception of anonymous concerns)
3.1.7. The FTSU dedicated email and intranet page should be checked daily for concerns being raised electronically.
3.1.8. Out of office should always be implemented on emails directly colleagues to Champions via the intranet page during periods of absences.

<table>
<thead>
<tr>
<th>Consultation Type</th>
<th>Used for</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face to face consultation</td>
<td>Face to face colleague contact</td>
</tr>
<tr>
<td>Telephone consultation</td>
<td>Telephone contacts</td>
</tr>
<tr>
<td>Face to face consultation with</td>
<td>Face to face contacts with a colleague and his/her representative or buddy</td>
</tr>
<tr>
<td>representative/buddy</td>
<td></td>
</tr>
<tr>
<td>Other recorded notes</td>
<td>For recording of indirect activity – e.g. discussions with other professionals regarding raised concern or query</td>
</tr>
<tr>
<td>Trust Intranet page or App</td>
<td>Concerns can be sent to the Guardian via these methods</td>
</tr>
</tbody>
</table>

4. Emails/Correspondence
4.1. Any inbound correspondence should be accurately recorded and dated in the Data Record Sheet.
4.2. Information being sent outside the Trust should be checked to ensure the correct name and address is being used for both postal or email correspondence. Adherence to Trust Policy when sending information by email. \Fenvmsrv007\CORP-POL-068 should always be followed.

5. Service Reporting
5.1. Terri Vaselli will be able to access the data collected for reporting to the Chief Executive, Board and National Guardian Office. This information may be shared with relevant stakeholders such as Champions, NED or the Executive Lead for FTSU matters where required or for training purposes (anonymised)
5.2. Requests for reports to be sent to Terri Vaselli and or Dr Nick Harper in writing

Date of approval: 01.08.18  
Next Review Date: 01.08.2020  
Page 2 of 3
FTSG Standard Operating Procedure

PRINT NAME: TERRI VASELLI
Signature: [Signature]
PRINT NAME: DR N HARPER
Signature Approved by: [Signature]
6. System Requests

<table>
<thead>
<tr>
<th>Request</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>All technical system issues</td>
<td>I.T. Helpdesk</td>
</tr>
<tr>
<td>Changes to access roles/permissions</td>
<td>Terri Vaselli in writing</td>
</tr>
<tr>
<td>Changes to service structure</td>
<td>Terri Vaselli or Dr Nick Harper</td>
</tr>
<tr>
<td>Changes to processes outlined in this document</td>
<td>Terri Vaselli or Dr Nick Harper</td>
</tr>
</tbody>
</table>

7. Confidentiality and Information Governance

7.1 In line with the Trust’s Policies, confidentiality, IG and GDPR should be adhered to.

7.1.2 Information will be shared on a need to know basis and with the concernee’s permission. Exceptions to this fall under Article 6 and 9 of GDPR which are not consent e.g. GDPR Article 6(1)(a) “legal obligation” and Article 9(2)(b) “employment and social security and social protection law”. If there are other gateways beyond consent then you must make the data subject aware of the sharing as far as is reasonably possible i.e. let them know that sharing takes place before any consultation so they can decide if they wish to engage with the Service. E.g. advice from the National Guardian’s Office or other external bodies. Confidentialities are assured.

7.1.3 Information being sent outside the Trust should be checked to ensure the correct name and address is being used for both postal or email correspondence. Adherence to Trust Policy when sending information by email. \n\texttt{\textbackslash \textbackslash \textbackslash \textbackslash Fcvmrsrv007\textbackslash CORP-POL-068} should always be followed.

7.1.4 Phone numbers should be checked and any messages left should not include personal information about the concerns being raised.

7.1.5 Care should be taken when visiting sites to ensure that any notes or correspondence are not left behind and once scanned back at base should be shredded in the confidential waste.

7.1.6 If time does not allow for notes to be brought back to base following a community visit, notes should be stored in a secure cupboard within the home until they can be returned to BTHs.