

# Background



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 to help create a culture of openness within the NHS, where staff are encouraged to speak up, lessons are learnt and care improves as a result.



# What to do

## How to raise a concern:

1. With your line manager or supervisor (if possible) .
2. With your Freedom to Speak Up Guardian Terri Vaselli on 01253 951185 or [terri.vaselli@bfwhospitals.nhs.uk](mailto:terri.vaselli@bfwhospitals.nhs.uk) or [bfwh.ftsug@nhs.net](mailto:bfwh.ftsug@nhs.net)
3. Completing the concerns form which can be found in the FTSUG Section on the intranet.
4. Our FTSU Champions listed on the intranet
5. With your Union Representative.
6. With any of the external contacts listed on the intranet.

If you do not feel that the matter has been dealt with correctly, you can also contact Michael Hearty, Non-Executive Director, by emailing him at: [michael.hearty@nhs.net](mailto:michael.hearty@nhs.net)

# Why it matters



Here at Blackpool Teaching Hospitals we are embedding a **Culture of Openness And Transparency (COAT)** and as the Freedom to Speak Up Guardian I will be working closely with our Champions to help and support colleagues who have any concerns about risks, malpractice or wrongdoing.

These can be reported safely using the on-line form available on the intranet in the FTSUG section or speaking to me or any of our Freedom to Speak Up Champions who are listed on the intranet page. If you are unsure, come and talk to me in confidence, remember you don't need to have evidence to raise a concern.



# Information

All issues will be treated confidentially and as my hours are flexible, I can arrange to meet with colleagues across the Trust and Community at a time and place to suit them. I will keep in contact with colleagues throughout the investigation to offer help and support and endeavour to respond to any concerns raised in a timely manner.

The Freedom To Speak Up Policy offers help and guidance about raising concerns and further information can be found on the intranet, at the National Guardian's Office and NHS England.

Once a concern is received, I arrange to meet with them (assuming they have not done so anonymously) to talk about the concern, what action if any has been taken so far and what their expected outcome is. I keep in regular contact with the person raising the concern during the investigation so that they are kept up to date with information and afterwards to offer support if required. Colleagues may not always get the outcome they wanted but they can be assured the concern has been thoroughly investigated. Colleagues can **Speak Out Safely (SOS)** with **ECHO** in mind – **Expressing Concerns Honestly and Openly.**

