Further information for speaking up

The National Guardian’s Office has a range of information which you may find useful.

http://www.cqc.org.uk/national-guardians-office/content/national-guardians-office

A list of Freedom to Speak Up Champions, links to policies and a list of external contacts can be found in the FTSUG section of the intranet.

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 or bfwh.ftsug@nhs.net
3. Completing the concerns form which can be found in the FTSUG Section on the intranet or app.
4. Our FTSU Champions listed on the intranet
5. With your Union Representative
6. With any of the external contacts listed below:

   - Public Concern at work 0207 404 6609
   - NHS Whistleblowers helpline 0800 072 4725
   - GMC 0161 923 6399
   - Nursing and Midwifery Council 0207 637 7181
   - CQC 0300 061 6161
   - BMA 0207 387 4499

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
Your Freedom to Speak Up Guardian

My name is Terri Vaselli and I am the Freedom to Speak Up Guardian here at Blackpool Teaching Hospitals. The role was recommended in the Freedom to Speak Up Review by Sir Robert Francis and you can read the summary of Sir Robert Francis’ Report using the link below or access the National Guardian’s Office if you require further information.


Here at Blackpool Teaching Hospitals we are embedding a Culture of Openness And Transparency (COAT) and I will be working closely with our Freedom to Speak Up 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 and app 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.

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.

What it is like to speak up

In 1998 Dr Nick Harper, Consultant Anaesthetist at Blackpool Teaching Hospitals, raised concerns about the practice and conduct of a surgical colleague. At that time there was no Freedom To Speak Up Service or Guardian, and there was no procedure which Dr Harper could use. In the NHS in the late 1990s raising concerns was not really encouraged and problems could often persist for many years. The consequences for individuals raising concerns could be difficult to endure and led to some careers being curtailed. Despite this personal professional risk, Dr Harper proceeded to raise his concerns, to safeguard patients.

A complex series of processes lasting more than 7 years followed but in the end Dr Harper’s concerns were demonstrated to have been justified and appropriate. During this time he received support from Public Concern at Work and, unlike others that have raised concerns in the NHS, Dr Harper has continued to work in the Trust, as a Senior Clinical Manager in addition to his Consultant role.

The Freedom To Speak Up Service exists to advise and support anyone working in the hospital that has a concern. No-one needs to feel alone or unsupported if they have a concern. The Guardian will guide and signpost individuals so they can speak up and ensure they are not exposed as a result. Dr Harper has Executive responsibility for the Freedom to Speak Up Service.

About Freedom to Speak Up Guardians

Freedom to Speak Up Guardian regional networks are there to:

- Provide local support to Freedom to Speak Up Guardians
- Support consistency in the approach Freedom to Speak Up Guardians take across all aspects of their role
- Provide an arena for sharing and learning, and to support continuous improvement
- Provide a focus for discussion of the challenges and opportunities of the Freedom to Speak Up Guardian role
- Act as a source of intelligence on Freedom to Speak Up matters, feeding back views and experience on key issues to the National Guardian’s Office.