

The story so far ...

8 months since we launched the FTSUG Service.

1 dedicated FTSUG Section on the intranet page where you can find lots of information and raise a concern using the form provided.

1 dedicated FTSUG Section on the Trust's app where you can raise a concern – just fill in the form.

15 Champions trained across BVH and Community – find their details in the FTSUG Section of the intranet.

60 + Concerns raised by our colleagues at BTHs

80 + wards and community sites visited by the FTSUG but still more to do, just ask if you want me to come and present the Service to your team.

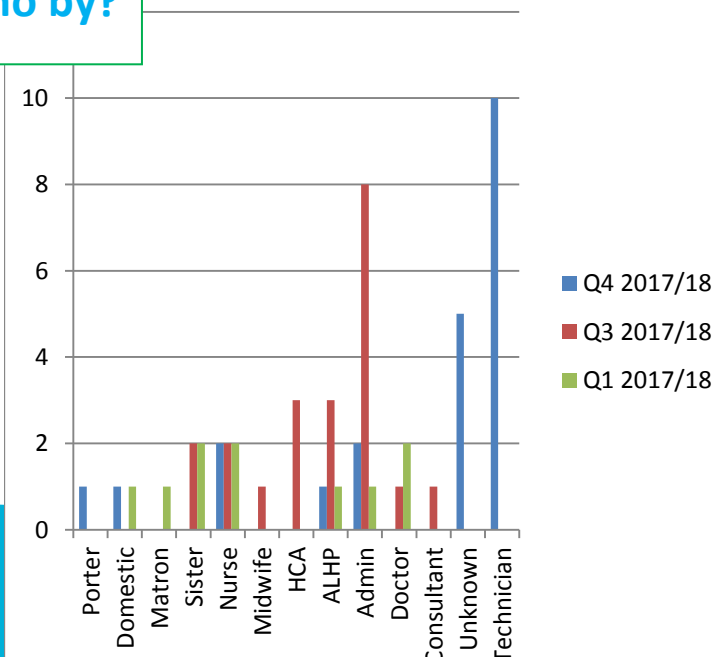


What to do

How to raise a concern:

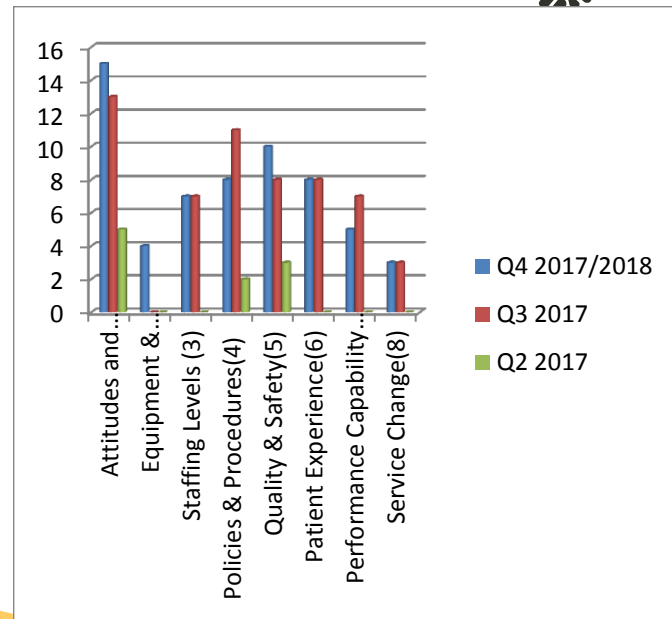
1. With your Line Manager or Supervisor (if possible)
2. With your Freedom to Speak Up Guardian Terri Vaselli - 01253 951185 or terri.vaselli@nhs.net or bfwh.ftsug@nhs.net
3. Completing the concerns form which can be found in the FTSUG Section on the Intranet or App
4. Our FTSU Champions listed in the FTSUG section of the Intranet or App

Who by?





Some colleagues raised more than one concern!

Concerns Raised



Your feedback ...

Take a look at the intranet page to read our colleagues' comments about the Service – both

 &  ... and how we responded!

You said – We did ...

Policies and Procedures not being adhered to – Information reminders were sent out to teams affected by these concerns and an external HR Specialist was consulted and advice given acted upon to improve transparency in ALL job roles advertised.

Lack of Supervision for Junior Doctors – Meetings took place with the doctor raising the concerns and stakeholders, reassurances and support put in place and improvements made to address the concern.

Staffing levels in unscheduled care – Directorate Manager transferred staff from another ward to support the immediate shortages. The Trust's Board responded with information of proactive actions being put in place including Silver Command and the recruitment drive so colleagues not aware of what work the Trust was doing could be reassured their concerns were being acted upon.

See the FTSUG section on the intranet page for more examples of what you said and what we did!

