



**Freedom to Speak Up  
Guardian  
Lauren Staveley**

**Freedom to Speak Up  
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**National  
Guardian**

Freedom to Speak Up

# What is Speaking Up?

Raising a concern

Making a disclosure

Offering a suggestion for improvement

**Speaking up is all of these**

Making a complaint

Taking out a grievance

Whistleblowing

Making a qualifying disclosure

# What is Speaking Up?



Speaking up protects  
patient and worker  
safety and  
experience



But to work, speaking  
up needs leaders at all  
levels to Listen Up and  
Follow Up



## Why is it important?

**When things go wrong**, we need to make sure that lessons are learnt and things are improved.

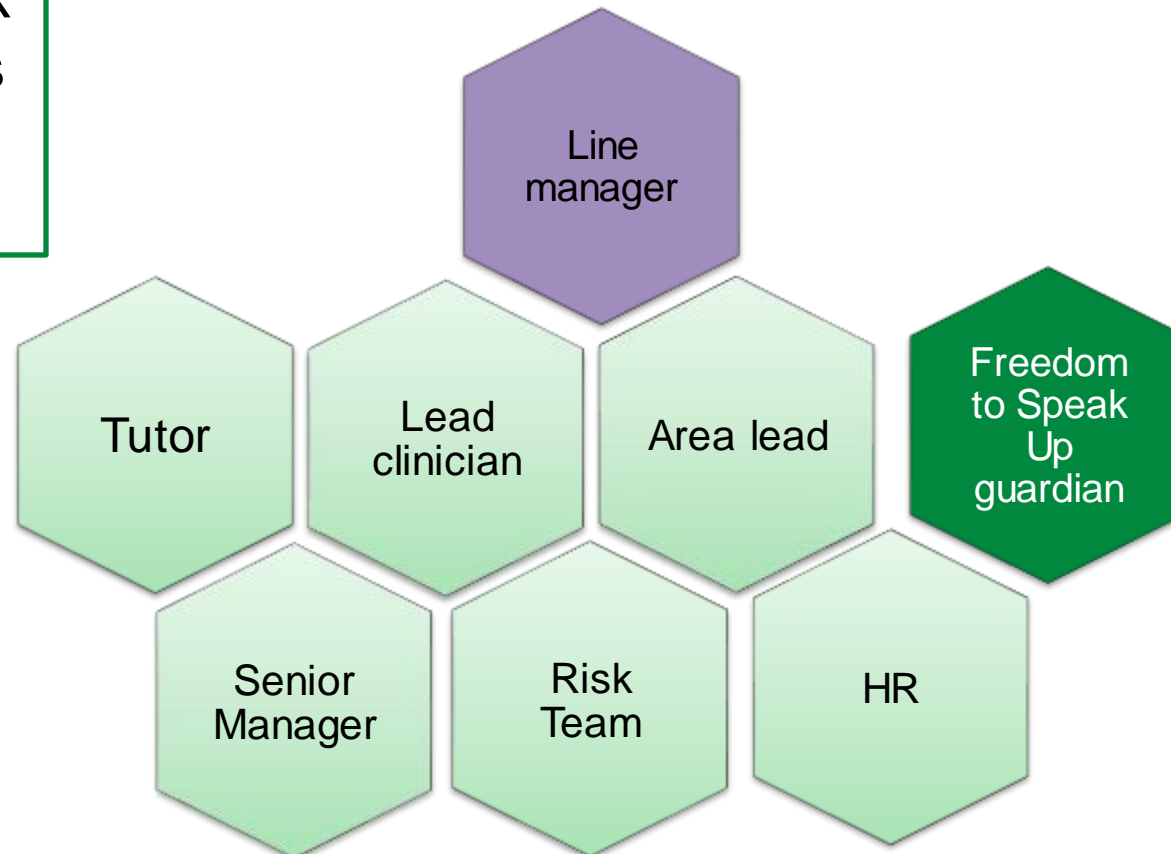
If we think something **might go wrong**, it's important that we all feel able to speak up so that potential harm is prevented.

Even **when things are good**, but could be even better, we should feel able to say something and should expect that our suggestion is listened to and used as an opportunity for improvement.

# How to Speak Up

BTH has a Freedom to Speak Up policy which is on our intranet page

There are various ways you can speak up



Your line manager will usually be the first person you might speak up to and is often the best route to use.

# Freedom to Speak Up Guardians

- Freedom to Speak Up guardians provide another channel for you to speak up to
- They can offer support and help you to escalate the matter
- A guardian will **thank you** and can usually escalate a matter in confidence if you prefer
- A guardian will ensure you get feedback on how your matter is handled and used for learning. You will also have the opportunity to provide feedback to them.

## Who we are

### Freedom to Speak Up Guardian

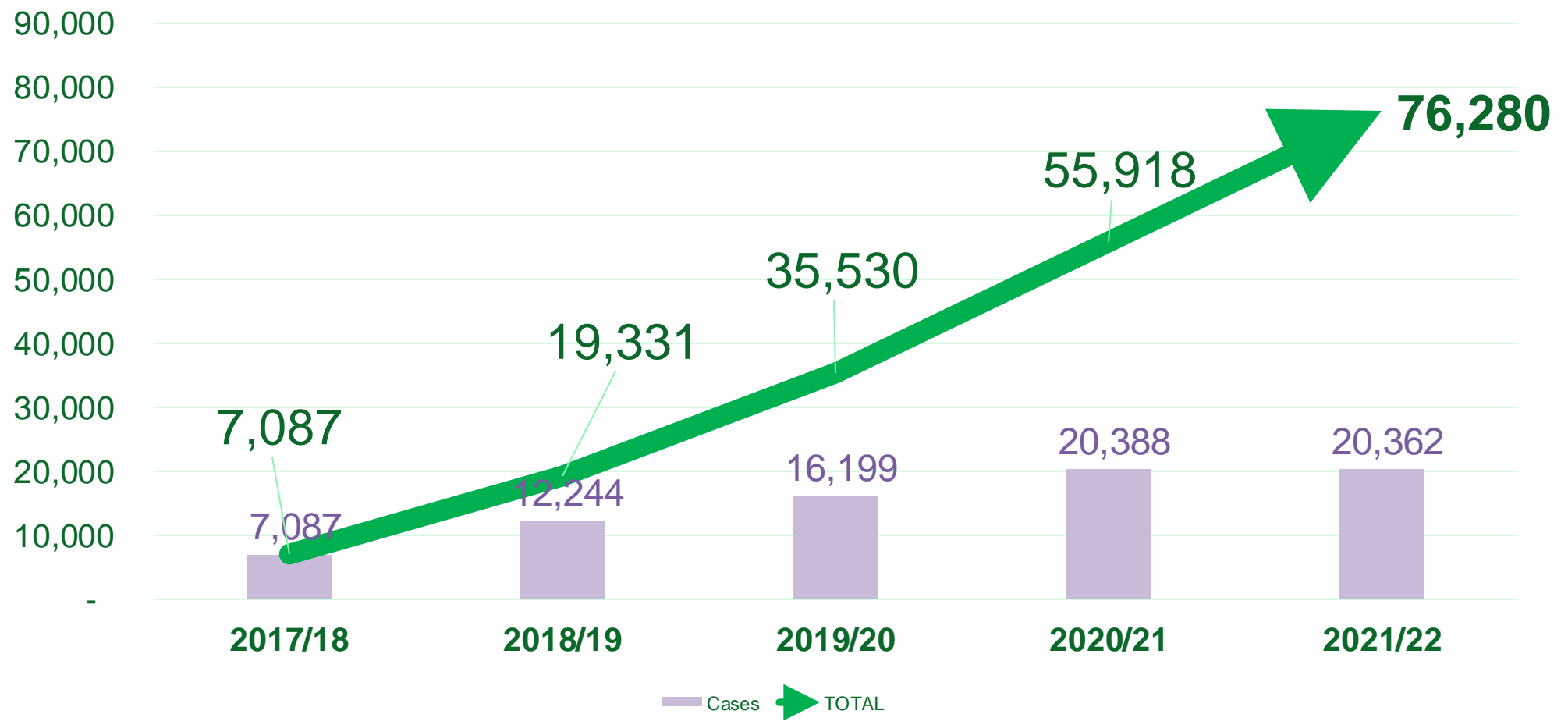


Freedom to Speak Up Guardians work within their organisation to improve speaking up and to ensure that lessons are learnt and things are improved when workers do speak up.

Freedom to Speak Up Guardians are supported by the National Guardian and the National Guardian's Office who work nationally to improve speaking up within the NHS and healthcare sector in England

# 76,000 cases

## CASES RAISED WITH FREEDOM TO SPEAK UP GUARDIANS





# 2021/22 Speaking Up Data

## ANONYMOUS CASES

The percentage of cases which were raised anonymously has fallen to ten percent (10.4%). This continues the downward trajectory from 2017, when 17.7% of cases were raised anonymously.



## BULLYING AND HARRASSMENT

32.3% of cases had an element of bullying and harassment, up from 30.1% in 2020/21.



## PATIENT SAFETY AND QUALITY

Nineteen per cent (19.1%) of cases raised included an element of patient safety/quality, a slight increase from 18% in 2020/21.



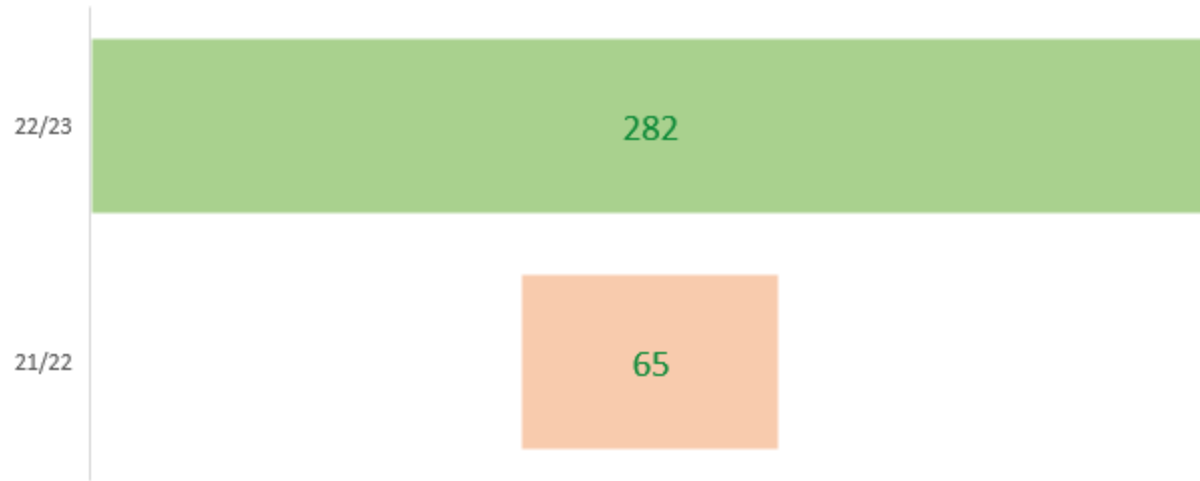
## DETRIMENT

Detriment for speaking up was indicated in 4.3% of cases, this has risen since last year (3.1% in 2020/21).



# BTH Data

## Cases Raised



Out of 282 cases that were raised the most common reason was bullying and harassment

Out of 65 cases that were raised the most common reason was bullying and harassment

A refresh approach was taken in 2022/2023.....

2021/2022 – Freedom to speak up service was a joint office with East Lancashire Hospitals NHS Trust

2022/2023 – Freedom to speak up joint service was disbanded in May 22 and a new local Freedom to Speak up Guardian was appointed in June 2022

# Find out more



a new e-learning package, is aimed at anyone who works in healthcare in England.

Divided into three modules, it explains in a clear and consistent way what speaking up is and its importance in creating an environment in which people are supported to deliver their best.

- Blackpool teaching hospitals has now made this training mandatory for all colleagues.

# Further information

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