



Clinical & Scientific Services
Manchester University
NHS Foundation Trust

Freedom to Speak Up in CSS



Want to be a Freedom to Speak Up champion?

Freedom to Speak Up is a national programme that supports colleagues, students and volunteers to raise concerns.

Effective speaking up arrangements help to protect patients and improve the working experience of NHS workers.

- ✓ **Passionate about creating a culture of openness and honesty?**
- ✓ **Do you live our values in what you say and do?**
- ✓ **Do you have a natural ability to listen and not judge, show empathy, demonstrate inclusivity, and remain impartial?**

The role of 'Freedom to Speak up Champion' could be the challenge you're looking for, to enhance your current role and make a real difference to patient safety and colleague experience.

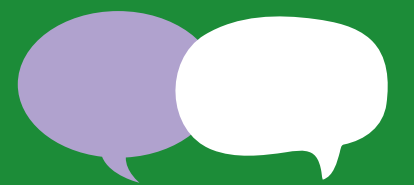
We need to increase the number of champions we have across CSS - to support the continued work of Freedom to Speak Up.

Before applying, take time to read the role description - so you are clear on what the role is and more importantly, what it's not.

You can also find more information via the MFT Freedom to Speak Up intranet page



Click or scan



Have you completed your Freedom to Speak Up training?

The National Guardians Office has developed Freedom to Speak Up e-learning in association with Health Education England, the learning is freely available for anyone who works in healthcare. 'Speak Up, Listen Up, Follow Up' is divided into three modules and they can be found on the Learning Hub within MFT.

The learning modules help learners understand the vital role they can play in a healthy speaking up culture which protects patient safety and enhances colleague experience.

Speak Up

- Core module for everyone, including managers.
- It covers what speaking up is and why it matters.
- It will help you understand how to speak up and what to expect.

Listen Up

- Learning module for all managers.
- It is about listening to concerns and understanding the barriers to speaking up.
- It also teaches you how to respond when someone speaks up.

Follow Up

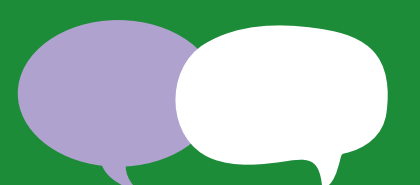
- Learning module for senior leaders.
- This session suggests practical steps to improve how you engage with and support speaking up and your Freedom to Speak Up Guardian.
- It also explores the benefits and drivers behind speaking up and how to use learning from speaking up to strive for excellence.



Scroll down the intranet page to view learning!



Click or scan





National Guardian

Freedom to Speak Up



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“What will happen when I speak up?”

We will:

- Thank you for speaking up
- Help you identify the options for resolution
- Think about what you need and how you might want to take things forward
- Signpost you to health and wellbeing support
- Confirm what information you consent to share
- Confirm next steps and stay in touch with you



Options for resolution:

- Engagement with relevant managers or senior leaders
- Referral to HR process
- Referral to patient safety process
- Other type of appropriate investigation, mediation, etc



Outcomes:

- Where possible, the outcomes will be shared with you, along with learning and improvement identified
- Where possible, lessons learned will be shared with teams, departments and Trust wide

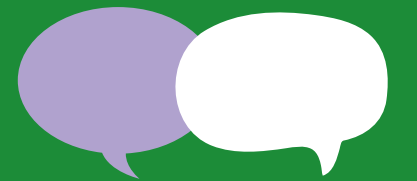


Escalation:

- If you experience detriment as a result of speaking up, if resolution has not been achieved, or you are not satisfied with the outcome, you can discuss ways to escalate your concerns with the FTSU Guardians
- Matters can be escalated to the senior lead for FTSU or the non-executive for FTSU
- Alternatively, staff can speak up to an external body, such as CQC or NHS England



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Tips for Speaking Up in CSS

Speaking up about concerns can be challenging, but it's an important skill to develop.

Here are some top tips to help you effectively voice your concerns:

Understand Your Motivation: Know why it's important to speak up. This can help you feel more confident and clear about your message.

Choose the Right Time and Place: Find a suitable moment and setting where you can have a calm and focused conversation.

Be Clear and Specific: Clearly articulate your concerns with specific examples. This helps others understand the issue better.

Stay Calm and Respectful: Maintain a calm and respectful tone to avoid escalating the situation.

Use "I" Statements: Frame your concerns from your perspective using "I" statements to avoid sounding accusatory. For example, "I feel concerned when...".

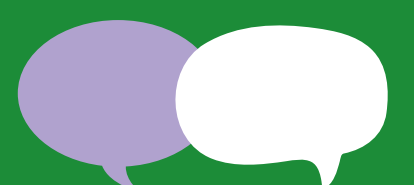
Prepare for Different Reactions: Be ready for various responses and think about how you will handle them. This can help you to stay composed.

Seek Support if Needed: If you're unsure or nervous, consider discussing your concerns with a trusted friend or colleague first.

Follow Up: After voicing your concerns, follow up to see if any actions have been taken or if further discussion is needed.



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Speak Up Pledge

"My freedom to speak up pledge....."





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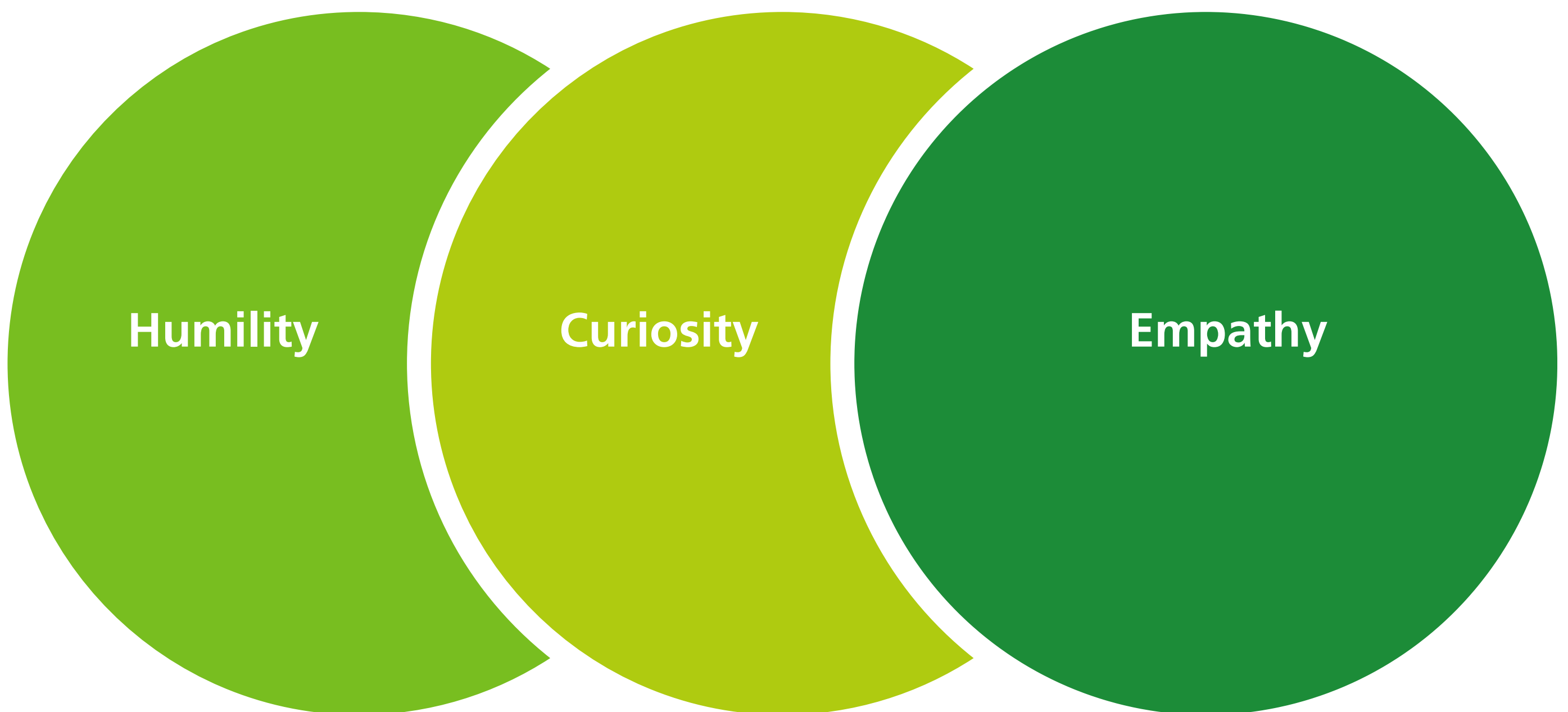
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CSS Principles

Your Leadership Style is key to building psychological safety



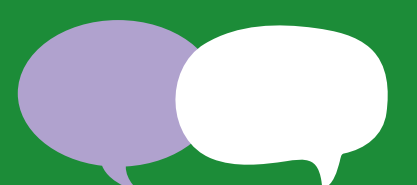
Humility - Framing the work builds shared understanding of the complex, uncertain and novel nature of the work, making it clear why everyone's voice matters

Curiosity - Inviting engagement is about asking good questions and seeking diverse perspectives

Empathy - Responding productively means appreciation, listening and focusing forwards



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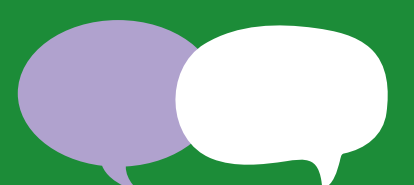
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Some really simple questions

What might other team members say if they were in the room with us?	What would help?
What do you think?	How can I help?
Reflect back what you have heard, e.g., and so you said you think? Feel?	Can I check what I think I have heard?
That is so interesting, how did you come to that view?	What do you need to do?
I wonder if you can tell me more?	What can we do differently?
What have you learned?	How can we share this learning?



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National Guardian

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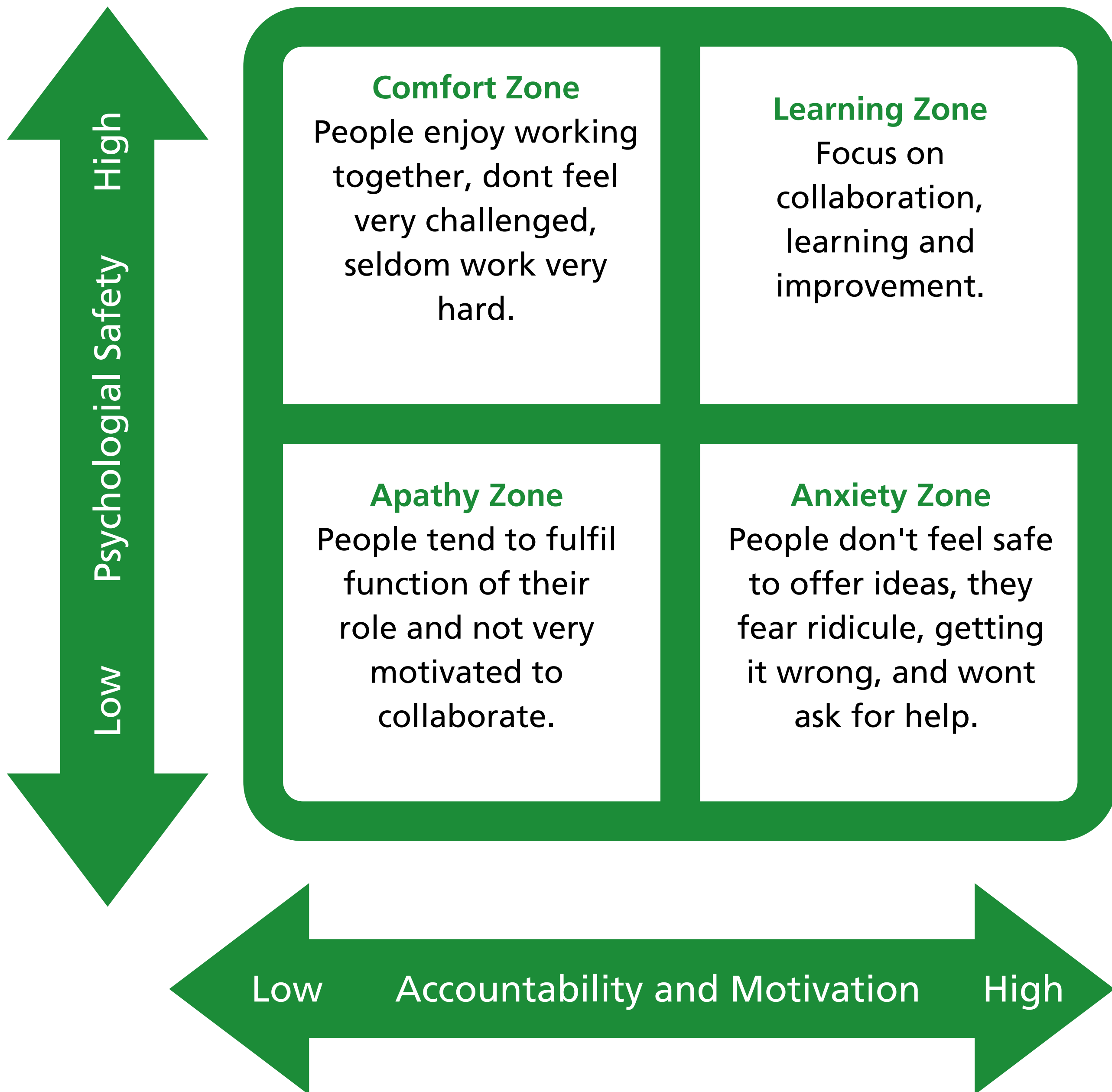


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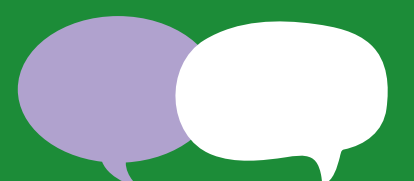
Psychological Safety at CSS



'How very little can be done under the spirit of fear.'
(Florence Nightingale)



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National Guardian

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Freedom to Speak Up Word Search

M K B F N J F D J O S X E Z U A L I T Y
 E M P A T H Y L T Y G J G R J V J I J Y
 N H D S T S H A R I N G G I L E R S W V
 T N X R A N G C U Z E N I O G I T Y Y U
 A H F E A R S O R L P U S A H K W P Y L
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 J C S G E N D E R I J X O H Q I Y N N D
 A E H B C O U L M L T C N A R F O Z O I
 B S E R U S I N T E R E S T E D A C R O
 H G K T K I F T E D P Z R W E R Y A U D
 P S Y C H O L O G I C A L S A F E T Y Z

Compassion
Conversations
Curious
Empathy

Follow Up
Hear
Interested
Kind

Listen Up
Mindful
Psychological Safety
Sharing

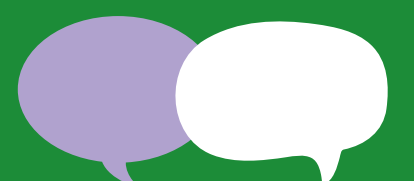
Silence
Thank You
Understand
Vulnerable



[Link to answers here](#)



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Team Freedom to Speak Up Pledge

Our freedom to speak up pledge.....

