

Want to be a Freedom to Speak Up champion?

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

- ✓ **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?**

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



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Want to be a Freedom to Speak Up champion?

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 staff experience.

We need to increase the number of champions we have across Laboratory Medicine - 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 our MFT Freedom to Speak Up intranet page



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**National
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Freedom to Speak Up

NHS

Clinical & Scientific Services

Manchester University

NHS Foundation Trust

CSS Freedom to Speak Up Medicine principles

Principles for leaders and managers

- ① Value speaking up.
- ② Role-model speaking up and set a healthy Freedom to Speak Up culture.
- ③ Make sure workers know how to speak up and feel safe and encouraged to do so.
- ④ When someone speaks up, thank them, listen up and follow up.
- ⑤ Use speaking up as an opportunity to learn and improve.
- ⑥ Support Freedom to Speak Up guardians to fulfil their role in a way that meets workers' needs and National Guardian's Office requirements alike.
- ⑦ Identify and tackle barriers to speaking up.
- ⑧ Know the strengths and weaknesses of the organisation's speaking-up culture and take action to continually improve.



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Completed your Freedom to Speak Up training?

Speak Up

Core training 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

Training 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

Training 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.



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National Guardian

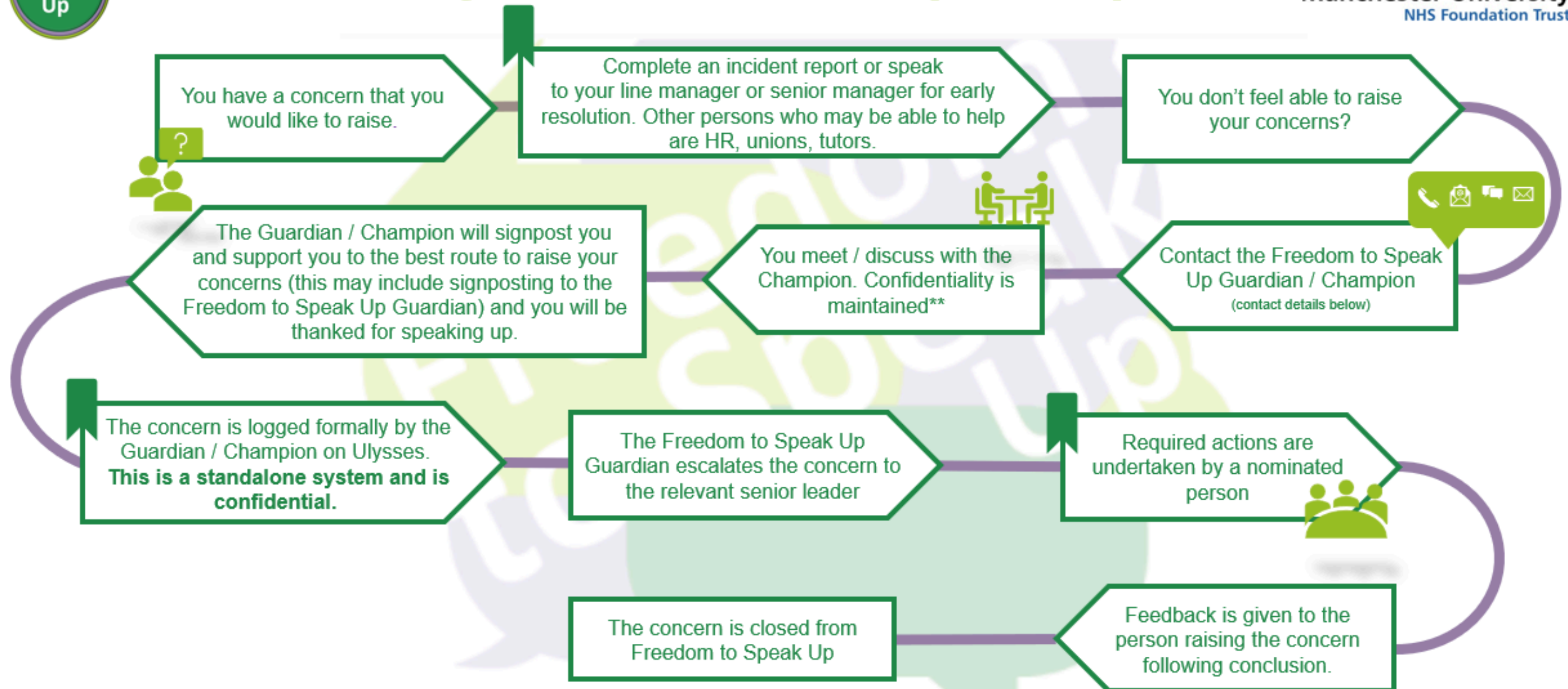
Freedom to Speak Up



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How do I speak up at CSS?

Pathway to Freedom to Speak Up



Points at which issues may be resolved and the case would be closed.

** confidentiality can be maintained unless details are required by law or if the nature of the concern means that it will be obvious where the concern has been raised e.g. if the info has already been shared elsewhere prior to approaching FTSU

Contact details for Freedom to Speak Up can be found via our intranet page or email FTSUGuardian@mft.nhs.uk



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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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