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# **FREEDOM TO SPEAK UP: RAISING CONCERNS AT WORK**

## **NGH-PO-1255**

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## **POLICY**

## CONTENTS

Version and Revision Control.....	3
1. SUMMARY / POLICY ON A PAGE.....	4
2. INTRODUCTION AND PURPOSE .....	4
3. WHO DOES THIS POLICY APPLY TO .....	5
4. SUBSTANTIVE CONTENT .....	5
4.1. What concerns can I raise? .....	5
4.2. Feel safe to raise your concern.....	6
4.3. Confidentiality .....	6
4.4. Who can raise concerns? .....	7
4.5. Who should I raise my concern with? .....	7
4.6. Speaking up externally.....	8
4.7. Concerns about Healthcare Professionals .....	8
4.8. Anonymous reporting.....	8
4.9. How should I raise my concern? .....	8
4.10. What will we do?.....	9
4.11. Resolution and Investigation.....	9
4.12. Communicating with you.....	9
4.13. How we learn from the concern you have raised.....	9
4.14. Review.....	9
4.15. Senior Leaders' Oversight .....	10
4.16. Making a protected disclosure .....	10
4.17. National Guardian Freedom to Speak Up.....	10
5. ROLES & RESPONSIBILITIES .....	10
6. DEFINITIONS.....	11
7. COMPLIANCE STATEMENTS.....	12
8. IMPLEMENTATION & TRAINING .....	12
9. MONITORING & REVIEW.....	13
10. REFERENCES & ASSOCIATED DOCUMENTATION .....	13
APPENDICES.....	15
Appendix 1 Process for Raising and Escalating a Concern.....	15
Appendix 2 Advice and Support .....	18

## POLICY

## Version and Revision Control

Version	Date of Review	Author of Review	Summary of Review
3.1	20/02/2025	Freedom to Speak Up Guardian (Luke Sullivan)	<p>Revised Job titles/names for executive lead and CEO;</p> <p>Page 7 – Updated names of FTSU Guardians, and Executive Lead changed to Director of Corporate and Legal Affairs</p> <p>Page 16 – Hospital Chief Executive Amended to current postholder</p>
2	October 2022	Freedom to Speak Up Guardian	<p>Reviewed and revised to reflect the following updated guidance documents:</p> <ul style="list-style-type: none"> <li>• <a href="#">NHS England's Freedom to speak up national policy</a>,</li> <li>• NHS England and the National Guardian's Office's <a href="#">Freedom to Speak Up: A guide for leaders in the NHS and organisations delivering NHS services</a> and,</li> <li>• the National Guardian's Office's <a href="#">Freedom to Speak Up Policy Review Framework</a></li> </ul>

## POLICY

## 1. SUMMARY / POLICY ON A PAGE

Northampton General Hospital NHS Trust is committed to ensuring staff have a clear framework for raising concerns about anything that gets in the way of doing their job and delivering an excellent service.

This policy has been produced by the Trust's Freedom To Speak Up Guardian and is based on [NHS England's Freedom to speak up national policy](#).

## 2. INTRODUCTION AND PURPOSE

We welcome speaking up and we will listen. By speaking up at work you will be playing a vital role in helping us to keep improving our services for all patients and the working environment for our staff.

This policy is for all our workers. [The NHS People Promise](#) states that 'We want everyone to feel safe and confident when expressing their views. If something concerns us, we should feel confident to speak up, knowing we will be listened to and supported. Our teams need to have safe spaces where they can work through issues that are worrying them. If there is a better way of doing something, we share it. We will use our voices to shape our roles, workplaces, the NHS, and our communities, to improve the health and care of the nation.'

We want to hear about any concerns you have, whichever part of the organisation you work in. We know some groups in our workforce feel they are seldom heard or are reluctant to speak up. These groups include agency workers, bank workers, locums and students. We also know that workers with disabilities, or from a minority ethnic background or the LGBTQ+ community do not always feel able to speak up.

**This policy is for all workers, and we want to hear all our workers' concerns.**

This policy has been developed with reference to the National Guardian's Office [Freedom to Speak Up Policy Review Framework](#). Incorporated into this policy is [NHS England's Freedom to speak up national policy](#).

This policy relates to raising concerns, speaking up activities and whistleblowing. Staff may use other phrases such as 'raising a grievance', 'complaining', or 'making a suggestion for improvement'. Speaking up is all of these things.

This policy provides a framework for staff to use to identify what types of concerns can be raised. It identifies to whom staff can raise their concern and the steps that will be taken following this. It provides additional guidance to staff in relation to raising a concern and indicates where staff can find support during this process.

The overall aims of this policy are to:

- improve knowledge and understanding of speaking up;
- to assist staff in the process of raising concerns;
- to outline to staff what they can expect in raising their concerns, and

## POLICY

- to identify mechanisms put in place and set out the Trust's role in support staff in raising concerns.

### 3. WHO DOES THIS POLICY APPLY TO

This policy applies to all of our workers, regardless of position held. This includes agency workers, bank workers, locums and students. It will be brought to the attention of all employees and forms part of the induction process for new staff.

### 4. SUBSTANTIVE CONTENT

#### 4.1. What concerns can I raise?

You can speak up about anything that gets in the way of patient care or affects your working life. That could be something which doesn't feel right to you, for example you can raise a concern about risk, malpractice, wrongdoing or negative behaviours you think might be harming the service we deliver or impacting on our colleagues. Just a few examples of this might be, but are by no means restricted to:

- Poor management, administration or clinical performance that may affect patient care or your work
- Unsafe working conditions
- Inadequate induction or training for staff
- Lack of, or poor response to, a reported patient safety incident
- An unsupportive culture or negative behaviours
- Lack of compliance with employment law and good people management practice
- Unacceptable behaviour (e.g. harassment or discrimination affecting employees, patients or visitors)
- Situations which may make it difficult for staff to comply with their professional codes of conduct
- Situations which impact on health and safety of patients, employees and visitors
- Health related problems impacting on an individual's ability to perform their role
- Suspicions of fraud, bribery or corruption or suspected/actual criminal offence (which can also be reported to the Counter Fraud Specialist for the Trust, Simon Spire. You can contact the Specialist directly on 07810 883054 or [simon.spire@nhs.net](mailto:simon.spire@nhs.net))
- Concerns about how colleagues are being treated, or practices within our business or supply chain which support eradication of modern slavery and human trafficking

For further examples of concerns that can be raised please see the '[Raising and responding to concerns](#)' information on the Health Education England website.

Speaking up, therefore, captures a range of issues, some of which may be appropriate for other existing processes (for example, HR or patient safety/quality). Please refer to our 'Process for raising and escalating a concern' ([Appendix 1](#)) or the [HR Grievance Policy](#) and if you are unsure, contact the Freedom to Speak Up Guardian who will assist.

## POLICY

As an organisation, we will listen and work with you to identify the most appropriate way of responding to the issue you raise.

We encourage you to raise any matters while they are still a concern. You should feel assured that it's OK to speak up even if you aren't sure whether something is wrong – don't wait for a potential problem to occur and you don't need to wait for proof. It doesn't matter if you turn out to be mistaken, if you are troubled by something we want to hear about it. For impartial advice and support at any stage of raising a concern the Trust has employed an independent Freedom to Speak Up Guardian. You can seek advice or support from the Guardian via [ngh-tr.raising.concerns@nhs.net](mailto:ngh-tr.raising.concerns@nhs.net) at any time.

All healthcare professionals have a professional duty to report a concern. If you are not sure if something you have seen or heard is a concern, please raise it.

There are a number of services available to support staff may should they be concerned with how their health and wellbeing are being affected by their working environment and the prospect of speaking up. Information about the staff support services can be found in [Appendix 2](#) of this document.

#### **4.2. Feel safe to raise your concern**

Anyone who speaks up will be protected from negative treatment, victimisation or harassment that results from the act of speaking up. Negative treatment that occurs as a result of speaking up is called 'detriment'.

Our Trust has a zero-tolerance approach to negative treatment. If you are worried about the consequences of raising a concern, you should speak to the Freedom to Speak Up Guardian via [ngh-tr.raising.concerns@nhs.net](mailto:ngh-tr.raising.concerns@nhs.net).

#### **4.3. Confidentiality**

We hope you will feel comfortable raising your concern openly, but we also appreciate that you may want to raise it confidentially. This means that while you are willing for your identity to be known to the person you report your concern to, you do not want anyone else to know your identity.

All speaking up concerns are managed in a confidential way and the concern and details related to it will only be shared on a need-to-know basis, to assist with investigations. If a member of staff speaks up and asks for their identity to be protected, we will not disclose it without their consent, unless there is a patient safety concern or criminal act where disclosure of their identity will be vital. The Freedom to Speak Up Guardian will always explain this exclusion to anonymity when listening to a concern. Should anonymity need to be excluded, the member of staff will always be notified prior to disclosure of their identity.

There may also be rare occasions where we have a duty to provide details to an outside organisation. Examples of these would include where we have a legal duty to provide information to the Police or Court or where there is a need to safeguard an individual or patient. In these circumstances we will make you aware of any action we are taking and ensure you have appropriate support.

It is recognised that where it might be very difficult for a member of staff to raise a concern, they might consider raising the matter anonymously. This can make it difficult for others to ask you for further information about the matter and may make it more complicated to act to

## **POLICY**



resolve the issue. It also means that you might not be able to access any extra support you need and receive any feedback on the outcome. Should you wish to raise a concern anonymously, this will always be respected and will not impact on our investigation with a view to learning to improve.

#### 4.4. Who can raise concerns?

Anyone who works (or has worked) in the NHS, or for an independent organisation that provides NHS services can raise concerns. This includes agency workers, bank workers, locums, students and volunteers. If you require advice as to whether this policy applies to you, please contact the Freedom to Speak Up Guardian.

#### 4.5. Who should I raise my concern with?

Most speaking up happens through conversations with supervisors and line managers where challenges can be raised and resolved quickly by the person responsible for the matter you're raising. We strive for a culture where that is normal, everyday practice and encourage you to explore this option – it may well be the easiest and simplest way of resolving matters.

While these individuals are usually the best person to speak to, you should be able to speak up to anyone you think will be able to deal with the matter you raise and who you trust. If you think it's better to speak up to someone else, you're free to do this. There are various routes for speaking up so you can choose the one that feels right for you.

You could speak to:

- A senior manager, director or leader with responsibility for the subject matter you are speaking up about.
- Our Freedom to Speak Up Guardian, Jane Sanjeevi ([j.sanjeevi@nhs.net](mailto:j.sanjeevi@nhs.net)), and/or Luke Sullivan ([luke.sullivan7@nhs.net](mailto:luke.sullivan7@nhs.net)) who can support you to speak up if you feel unable to do so by other routes. They will ensure that people who speak up are thanked for doing so, that the issues they raise are responded to, and that the person speaking up receives feedback on the actions taken. You can find out more about the Guardian role [here](#).
- A Values Ambassador – The Trust has a network of values ambassadors spread across the organization who offer an alternative to local representatives, for staff to get support and advice on concerns they may have. Details of our Values Ambassadors can be found on the Trust's intranet, [The Street](#).
- The Counter Fraud Specialist for the Trust, Simon Spires. You can contact this Specialist directly on 07810 883054 or [simon.spires@nhs.net](mailto:simon.spires@nhs.net)
- Our HR Team, who information can be found on their pages of Trust's intranet, [The Street](#).
- Our senior lead responsible for Freedom to Speak Up is Director of Corporate and Legal Affairs, Richard Apps ([Richard.apps1@nhs.net](mailto:Richard.apps1@nhs.net)). Richard provides senior support for our Freedom to Speak Up Guardian and is responsible for reviewing the effectiveness of our Freedom to Speak Up arrangements.

## POLICY

- Our non-executive director responsible for Freedom to Speak Up is Denise Kirkham ([denise.kirkham2@nhs.net](mailto:denise.kirkham2@nhs.net)). Denise provides more independent support for the Guardian; provides a fresh pair of eyes to ensure that investigations are conducted with rigor, and helps escalate issues, where needed.

All these people have been trained in receiving concerns and will give you information about where you can go for more support. If for any reason you do not feel comfortable raising your concern internally, you can also raise concerns with external bodies.

#### **4.6. Speaking up externally**

If you do not want to speak up to someone within your organisation, you can speak up externally to:

- [The Care Quality Commission](#) (CQC) for quality and safety concerns about the services it regulates. You can find out more about how the CQC handles concerns [here](#).
- [NHS Counter Fraud Agency](#) for concerns about fraud and corruption their [online reporting form](#) can be used or you can access advice via their freephone line 0800 028 4060.
- [NHS England](#) for concerns about:
  - how NHS trusts are being run
  - NHS procurement and patient choice
  - the national tariff.

#### **4.7. Concerns about Healthcare Professionals**

If you would like to speak up about the conduct of a member of staff, you can do this by contacting the relevant professional body such as the General Medical Council, Nursing and Midwifery Council, Health & Care Professions Council, General Dental Council, General Optical Council or General Pharmaceutical Council.

#### **4.8. Anonymous reporting**

In recognition that staff may wish to submit or raise concerns anonymously, staff can report concerns anonymously through the following channels:

- Reporting via the confidential email address ([ngh-tr.raising.concerns@nhs.net](mailto:ngh-tr.raising.concerns@nhs.net)) which is only accessed by the Freedom to Speak up Guardian, who will maintain individuals anonymity as requested.
- Anonymous reporting via the [DATIX electronic incident reporting system](#)

It is best that you provide your name, so that we can respond to you, investigate and also offer support. Should you wish to raise a concern anonymously, this will always be respected and will not impact on our investigation with a view to learning to improve.

#### **4.9. How should I raise my concern?**

Your speaking up to us is a gift because it helps us identify opportunities for improvement that we might not otherwise know about.



We will not tolerate anyone being prevented or deterred from speaking up or being mistreated because they have spoken up.

You can raise your concerns with any of the people listed above in person, by phone or in writing (including email). Whichever route you choose, please be ready to explain as fully as you can the information and circumstances that gave rise to your concern.

#### **4.10. What will we do?**

The matter you are speaking up about may be best considered under a specific existing policy/process, for example, the process for dealing with bullying and harassment is outlined in the Trust's [Bullying, Harassment and Victimisation Policy](#). If so, this will be discussed with you. If you speak up about something that does not fall into an HR or patient safety incident process, this Freedom to Speak Up policy ensures that the matter is still addressed and resolved.

#### **4.11. Resolution and Investigation**

We support our managers/supervisors to listen to the issue you raise and take action to resolve it wherever possible. In most cases, it's important that this opportunity is fully explored, which may be with facilitated conversations and/or mediation.

Where an investigation is needed, this will be objective and conducted by someone who is suitably independent. This might be someone outside your organisation or from a different part of the organisation, and they will be trained in conducting investigations. It will reach a conclusion within a reasonable timescale (which we will notify you of), and a report will be produced that identifies any issues to prevent problems recurring.

Any employment issues that have implications for you/your capability or conduct identified during the investigation will be considered separately.

#### **4.12. Communicating with you**

You will be treated with respect at all times and will be thanked for speaking up. The issues you raise will be discussed with you to ensure what is concerning you is fully understood. If it is decided that an investigation is necessary, you will be informed of how long the investigation is expected to take and an agreement will be reached with you how to keep you up to date with its progress. It is important to remember that in some cases, there will be a need to respect the confidentiality of others and that some matters may be strictly confidential; as such it may not be possible to share the outcome with you.

#### **4.13. How we learn from the concern you have raised**

We want speaking up to improve the services we provide for patients and the environments our staff work in. Where it identifies improvements that can be made, we will ensure necessary changes are made, and are working effectively. Lessons will be shared with teams across the organisation, or more widely, as appropriate.

#### **4.14. Review**

We will seek feedback from workers about their experience of speaking up so that we can continuously seek to improve. We will also seek assurance from you that you are not

## **POLICY**

experiencing any detriment as a result of speaking up, as this is taken very seriously and acted on. We will review the effectiveness of this policy and our local process annually, with the outcome published and changes made as appropriate.

#### 4.15. Senior Leaders' Oversight

Our most senior leaders, on the Trust's Board and on the People Committee of the University Hospitals of Northamptonshire Group, receive quarterly updates and biannual reports providing a thematic overview of speaking up by our staff to our Freedom to Speak Up Guardian.

#### 4.16. Making a protected disclosure

The Public Interest Disclosure Act 1998 gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns. This is known as a "protected disclosure".

There are very specific criteria that need to be met for an individual to be covered by the Act when they raise a concern to be able to claim the protection that accompanies it. There is also a defined list of [prescribed persons](#), to whom you can make a protected disclosure. To help you consider whether you might meet these criteria free, independent advice can be obtained from:

- [Speak Up](#), the whistleblowing advisory charity for the NHS and social care, or
- from the independent charity [Protect](#) via 020 3117 2520.

#### 4.17. National Guardian Freedom to Speak Up

The National Guardian can independently review how staff have been treated, after having raised concerns, and where NHS Trusts may have failed to follow good practice. In such incidences they might work with some of the bodies listed above to take action where needed.

The National Guardian's Office can be contacted via [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk) – 0300 067 9000

## 5. ROLES & RESPONSIBILITIES

ROLE	RESPONSIBILITY
<b>Chief Executive, the Trust Board and the People Committee of the University Hospitals of Northamptonshire Group</b>	<ul style="list-style-type: none"> <li>The Chief Executive, the Trust Board and the People Committee should ensure there is a culture of openness and support for speaking up and that they continually self-assess and measure the Organization's culture, addressing any improvements required. This includes</li> </ul>

## POLICY

	<p>ensuring that there is a culture of no tolerance of any detriment towards those staff who speak up.</p> <ul style="list-style-type: none"> <li>• Receive, analyse and, where necessary, take action on regular reports on speaking up.</li> <li>• Ensure there is a policy in place.</li> </ul>
<b>Freedom to Speak Up Guardian</b>	<ul style="list-style-type: none"> <li>• Management and delivery of a speaking up programme for all staff that is accessible, efficient and effective and has the aim of learning for improvement at all times.</li> <li>• Supporting and building a network of Values Ambassadors across the Trust in order to improve accessibility and support in speaking up.</li> <li>• Reporting on the Freedom to Speak Up (FTSU) programme, together with policy and strategy production responsibilities; provision of training, and to oversee continuous development of an open and safe culture for speaking up.</li> </ul>
<b>Values Ambassadors</b>	<ul style="list-style-type: none"> <li>• Support the FTSU Guardian in supporting staff to speak up and helping resolve concerns within a positive culture.</li> <li>• Support the FTSU Guardian in the promotion of speaking up throughout the 11rganization.</li> </ul>
<b>Managers at all levels</b>	<ul style="list-style-type: none"> <li>• Ensuring that they support an open culture for speaking up and that they respond to concerns in a positive way, supporting investigations and learning. A guide for managers (called '<a href="#">Listen Up</a>') has been produced by the National Guardian's Office and Health Education England (HEE), which can be accessed on <a href="#">HEE's elearning for healthcare platform</a>.</li> </ul>
<b>All Trust Employees</b>	<p>Have a responsibility to:</p> <ul style="list-style-type: none"> <li>• Support the Trust to achieve its <a href="#">Vision</a> and represents the Trust's <a href="#">Values</a> in all their undertakings on behalf of the Trust.</li> <li>• Follow duties and expectations of staff as detailed in the <a href="#">NHS Constitution – Staff Responsibilities</a> and <a href="#">Our NHS People Promise</a>.</li> </ul>

## 6. DEFINITIONS

FTSU	Freedom To Speak Up
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## POLICY

## 7. COMPLIANCE STATEMENTS

### Equality & Diversity

This document has been designed to promote equality, diversity, inclusion and human rights in line with the Trust's Equality, Diversity and Inclusion Strategies. It has also been analysed to ensure that as part of the Public Sector Equality Duty the Trust has demonstrated that it has given 'due regard' to its equality duty and that, as far as is practicable, this document is free from having a potential discriminatory or adverse/negative impact on people or groups of people who have relevant protected characteristics, as defined in the Equality Act of 2010.

### NHS Constitution

The contents of this document incorporates the NHS Constitution and sets out the rights, to which, where applicable, patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with the responsibilities which, where applicable, public, patients and staff owe to one another. The foundation of this document is based on the Principles and Values of the NHS along with the Vision and Values of Northampton General Hospital NHS Trust.

### Person Identifiable/Confidential Data and Privacy Rights

In line with the UK General Data Protection Regulation (2016) and the Data Protection Act (2018) the Trust is obliged to treat all information in a secure, professional and ethical manner, whilst keeping all person identifiable and personal data confidential. In addition, the Trust will not share employee information with a third party, unless there is a legal basis for disclosure, for example for the detection and prevention of crime, or if it is in the legitimate interest of the Trust.

As part of the Data Security and Protection policies of the Trust and data protection legislation, if the Trust is required to share any reports / information / data relating to the processes and procedures of any of our policies, the data, where possible, will be anonymised to remove person identifiable / confidential data unless there is a justifiable reason not to. It is important that policy leads are aware that policies may be released in response to FOI requests.

For further information regarding a Data Protection Impact Assessment and Sharing Personal Data, please contact the Data Security and Protection Team @ [tr.dpo@nhs.net](mailto:tr.dpo@nhs.net)

## 8. IMPLEMENTATION & TRAINING

This agreed policy supersedes all other agreements on this subject and will be reviewed annually.

The Policy will be implemented through the Trust intranet, email and via induction and training and a communications launch to raise awareness of this policy.

## POLICY

## 9. MONITORING & REVIEW

Minimum policy requirement to be monitored	Process for monitoring	Responsible individual/ group/ committee	Frequency of monitoring	Responsible individual/ group/ committee for review of results	Responsible individual/ group/ committee for development of action plan	Responsible individual/ group/ committee for monitoring of action plan
Quality concerns raised	FTSU Guardian records	FTSU Guardian	As required	Trust Board	Quality Governance Committee	Quality Governance Committee
Overall effectiveness of Policy	FTSU Guardian records	FTSU Guardian	Quarterly	Trust Board	Workforce Committee	Workforce Committee
Lessons learnt and outcomes	FTSU Guardian Records	FTSU Guardian	Quarterly	Trust Board	Workforce Committee	Workforce Committee

## 10. REFERENCES & ASSOCIATED DOCUMENTATION

Department of Health (2021) *The NHS Constitution for England*. [online] London. DH. Available from: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england> [Accessed 10<sup>th</sup> November 2022]

Health Education England (n.d.) *Raising and responding to concerns*. [online] s.l. HEE. Available from: <https://www.hee.nhs.uk/our-work/raising-responding-concerns> [Accessed 10th November 2022]

National Guardian's Office (n.d.) *Freedom to speak up policy review framework*. [online] s.l. National Guardian's Office. Available from: [https://nationalguardian.org.uk/wp-content/uploads/2021/04/fts\\_u\\_policy\\_review\\_framework.docx](https://nationalguardian.org.uk/wp-content/uploads/2021/04/fts_u_policy_review_framework.docx) [Accessed 10th November 2022]

National Guardian's Office (2022) *Freedom to speak up training: speak up, listen up, follow up*. [online] s.l. National Guardian's Office. Available from: <https://nationalguardian.org.uk/speaking-up/training-for-workers/> [Accessed 10<sup>th</sup> November 2022]



NHS England (2022) *Freedom to speak up: national policy for the NHS*. [online] s.l. NHS England. Available from: <https://www.england.nhs.uk/publication/the-national-speak-up-policy/> [Accessed 10<sup>th</sup> November 2022]

NHS England (n.d.) *Looking after our people: the People Plan: we each have a voice that counts* [online] s.l. NHS England. Available from: <https://www.england.nhs.uk/looking-after-our-people/the-programme-and-resources/we-each-have-a-voice-that-counts/> [Accessed 10<sup>th</sup> November 2022]

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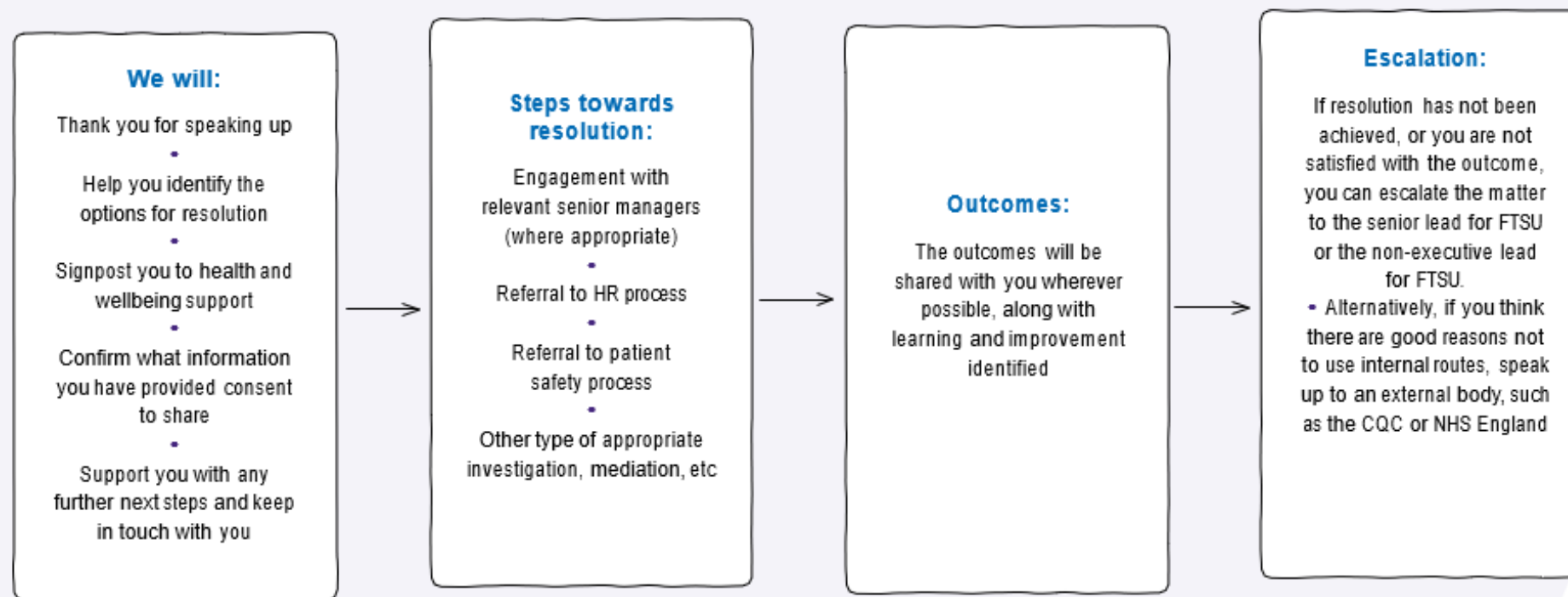
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*Public Interest Disclosure Act 1998* (c.23) [online] London. HMSO. Available from: <https://www.legislation.gov.uk/ukpga/1998/23/contents> [Accessed 10<sup>th</sup> November 2022]

## APPENDICES

### Appendix 1 Process for Raising and Escalating a Concern

#### What will happen when I speak up?



## POLICY

**Step One:**

If you have a concern, we hope you will be able to raise it first with your line manager, supervisor, mentor, or the person responsible for your service area. This may be done verbally or in writing or by using the [DATIX electronic incident reporting system](#).

**Step Two:**

If you feel unable to raise the matter with these individual, for whatever reason, you are free to raise it with anyone who you trust and who you feel can do something to resolve the situation. If there is no-one in your immediate working environment of this description please raise the matter with our Freedom to Speak Up Guardian, via [ngh-tr.raising.concerns@nhs.net](mailto:ngh-tr.raising.concerns@nhs.net).

You can also raise your concern to one of the Values Ambassadors. These people have been given special responsibility and training in dealing with whistleblowing concerns. Their biographies and contact information can be found on the [Values Ambassadors' page](#) of the Intranet.

In the course of raising your concern, if you want to raise the matter in confidence, please say so at the outset so that appropriate arrangements can be made. To raise your concern anonymously, please use the confidential email address ([ngh-tr.raising.concerns@nhs.net](mailto:ngh-tr.raising.concerns@nhs.net)) or report the incident anonymously via [DATIX](#) noting this will mean follow-up feedback, help or support cannot be offered and that any subsequent investigation may be limited.

You can also speak with the Human Resources Team [ngh-tr.hr.servicecentre@nhs.net](mailto:ngh-tr.hr.servicecentre@nhs.net). For concerns related to suspected fraud please contact the Counter Fraud Specialist for the Trust, Simon Spires [simon.spires@nhs.net](mailto:simon.spires@nhs.net)

**Step Three:**

If the above channels have been considered and you continue to have concerns, or you cannot discuss it with any of the above, please contact the non-executive director responsible for Freedom to Speak Up is Denise Kirkham ([denise.kirkham2@nhs.net](mailto:denise.kirkham2@nhs.net)).

**Step Four:**

If these channels have been followed and you still have concerns, or if you feel that the matter is sufficiently serious that you cannot discuss it with any of the above, please contact the Chief Executive, Laura Churchward ([laura.churchward2@nhs.net](mailto:laura.churchward2@nhs.net)).

**Other Options:**

You can also raise your concern with external agencies such as [the Care Quality Commission](#) (CQC) or [NHS England](#).

You can also seek advice and discuss how to raise your concerns with the following external advisory bodies:

- NHS England has summarised the 'support available for our NHS people' [here](#)
- NHS England also has a [Speak Up Support Scheme](#) that you can apply to for support.

You can also contact the following organisations:

## POLICY

- [Speak Up Direct](#) provides free, independent, confidential advice on the speaking up process.
- The charity [Protect](#) provides confidential and legal advice on speaking up.
- The [Trades Union Congress](#) provides information on how to join a trade union.
- [The Law Society](#) may be able to point you to other sources of advice and support.

[The Advisory, Conciliation and Arbitration Service](#) gives advice and assistance, including on early conciliation regarding employment disputes.

## Appendix 2      Advice and Support

The Trust recognises that it might feel stressful to raise a concern. There are a number of services available to support staff may should they be concerned with how their health and wellbeing are being affected. Information for all of the services available are listed on the [Health and Wellbeing pages](#) of the Intranet.

Additional support and advice are available through the following national services and bodies:

- Information regarding [trade unions, professional organisation representatives](#) and [staff inclusion networks](#) can be found on the Intranet.
- The Speaking Up helpline for the NHS and social care via telephone 08000 724 725 or via an online form at <https://speakup.direct>
- For free, confidential whistleblowing advice, the independent charity [Protect](#) (formally Public Concern at Work) can be contacted on 020 3117 2520.



## FORM 1 & 2 - TO BE COMPLETED BY DOCUMENT LEAD

### FORM 1a- RATIFICATION FORM - FOR COMPLETION BY DOCUMENT LEAD

Note: Delegated ratification groups may use alternative ratification documents approved by the procedural document groups.

DOCUMENT DETAILS	
Document name:	
Document type: Policy, Procedure, Protocol, Guideline, Leaflet etc	
Is the document new? <i>If no, quote old Document Reference Number</i> <i>If yes, a new number will be allocated by Governance</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
This Version Number:	Document Reference:
Date originally ratified:	
Date reviewed:	
Date of next review: a 3 year date will be given unless completed	

DETAILS OF NOMINATED LEAD	
Full Name:	
Job Title:	
Directorate / Department:	
Email Address:	
Ext No:	

TO BE DISSEMINATED VIA NETCONSENT (select criteria)				
Enforcement type: - Advisory - displays in the "Active Documents" tab & requires no action by the user. - Enforced - displays in the "My Activity" tab & requires action by the user. - Voluntary - as "Enforced" but displays in My Activity mode only.		Advisory <input type="checkbox"/> Enforced <input type="checkbox"/> Voluntary <input type="checkbox"/>		
If enforced:		Mandatory <input type="checkbox"/> Non-Mandatory <input type="checkbox"/>		
If mandatory, number of days user has to read:				
Who will this document affect		All staff (trust wide) <input type="checkbox"/> Selected groups <input type="checkbox"/> <i>(If selected groups highlight those below who will need to take note of this updated / new document)</i>		
<b>Medicine &amp; Urgent Care</b>	<b>Surgery</b>	<b>WCOHCS</b>	<b>Clinical Support</b>	<b>Corporate</b>
Urgent Care	Anaesthetics	Child Health inc neonates & paedes	Imaging incl Radiology	Patient Services
In patient Specialities	Critical Care	Gynaecology	Pathology inc Infection Control	Human Resources
Outpatients	Theatres	Obstetrics	Pharmacy	Planning & Development
Stroke Medicine	Head & Neck - inc Ophthalmology	Oncology	Therapies	Information and Data Governance
Elderly	Trauma & Orthopaedics	Haematology	Research & Development	Estates and Facilities
Diabetes	General and Specialist Surgery	Cancer Services	Medical Education	Finance
Other Please Note				IT
				Governance inc Health & Safety
Visibility: should the document be visible to all or restricted to a specific group of staff		All <input type="checkbox"/> Restricted <input type="checkbox"/> If restricted, please specify who to:		
Test required?		Yes <input type="checkbox"/> No <input type="checkbox"/>		

## POLICY

Date to be activated (immediate or future date)	
Which Directorate should the document be allocated to?	

### FORM 1b

### EQUALITY ANALYSIS REQUIRED FOR ALL PROCEDURAL DOCUMENTS (I.E. POLICIES, PROCEDURES, PROTOCOLS, GUIDELINES) - FOR COMPLETION BY THE EQUALITY ANALYST

Is there potential for, or evidence that, this procedural document <b>will not</b> promote equality of opportunity for all or promote good relations between different groups?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is there potential for, or evidence that, this proposed procedural document <b>will affect</b> different protected groups/characteristics differently (including possibly discriminating against certain groups/protected characteristics – see below)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<ul style="list-style-type: none"> <li>Age</li> <li>Disability</li> <li>Gender Reassignment</li> <li>Marriage &amp; Civil Partnership</li> <li>Pregnancy and Maternity</li> <li>Race</li> <li>Religion or Belief</li> <li>Sex</li> <li>Sexual Orientation</li> </ul>	
<ul style="list-style-type: none"> <li>If the answer to one or both of the questions above is 'yes' a full Equality Analysis must be undertaken by a trained Equality Analyst using the Trust's Equality Analysis Online Toolkit. The electronic report (PDF) must be submitted with this form for ratification.</li> <li>If the answer to both of the questions above is 'no' the full Equality Analysis process is not required. The Equality Analysis must be logged on the Trust's Equality Analysis Online Toolkit through the completion of the Screen &amp; Sign Off sections by a trained Equality Analyst. The electronic report (PDF) must be submitted with this form for ratification.</li> </ul>	

### FORM 2

**Please Note:** Document will not be uploaded onto the intranet without completion of this form

### CONSULTATION PROCESS

NB: You **MUST** request and record a response from those you consult, even if their response requires no changes. Consider Relevant staff groups that the document affects/ will be used by such as Divisional Directors, Clinical Directors, Directorate Managers, Heads of Department, Matrons, Ward Staff, NGH library, Staff Side (Unions), HR, Finance, IT, IG, Estates. Others please specify

Name, Committee or Group Consulted	Date Policy Sent for Consultation	Amendments requested?	Amendments Made - Comments

### Existing document only - FOR COMPLETION BY DOCUMENT LEAD

Have there been any significant changes to this document? <i>if no you do not need to complete a consultation process</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Sections Amended:	YES / NO	Specific area amended within this section
Re-formatted into current Trust format		
Summary / Policy on a Page		
Introduction and Purpose		
Who Does this Policy Apply To		
Substantive Content		
Roles and responsibilities		
Definitions		
Compliance Statements		
Implementation & Training		
Monitoring & Review		

## POLICY

References & Associated Document		
Appendices		