

Freedom to Speak up Guardians

Raising and escalating concerns

Richard Heaton

North Cumbria University Hospitals NHS Trust (NCUH)

Catherine Bird

Cumbria Partnership NHS Foundation Trust (CPFT)



Our role is to:

- Promote an open and transparent culture to ensure all staff feel encouraged and supported to raise concerns they may have
- Encourage staff to raise concerns and ensure any concerns raised are handled appropriately in an open and transparent way
- Represent and champion the freedom to Speak up requirements and highlight any concerns with the Trust Board and where appropriate at a range of levels within the organisations overall governance framework.

If any staff, volunteers, trainees or students have any concerns regarding patient or staff health and safety, professional or ethical misconduct, bullying, or any other matters that do not reflect what we expect as part of our behavioural standards framework, we are here to offer advice and support. Feel free to contact either of us at Speakup@ncuh.nhs.uk or FTSU@cumbria.nhs.uk

How to raise a concern

STEP 1: If possible, raise your concern at the time.

STEP 2: Raise with your line manager if that is appropriate

STEP3: If you remain concerned contact Speakup@ncuh.nhs.uk or FTSU@cumbria.nhs.uk

STEP 4: If you do not feel that resolution has been achieved and it may be appropriate for further discussion you can contact: Stephen Eames, Chief Executive - Stephen.Eames@ncuh.nhs.uk

STEP 5: If you feel this matter cannot be dealt within the Trust then you can raise your concern by phoning national whistle-blowing helpline on 0800 072 4725 or contacting the Care Quality Commission – www.cqc.org.uk. Don't forget that at any time you can contact your Union Reps and/or our respect Champions for advice and support.

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