



# CENTRAL LIVERPOOL PRIMARY CARE NETWORK

## Freedom to speak up policy

### Summary

This policy and the appointment of a Freedom To Speak Up Guardian (FTSUG) for CLPCN have been developed from the work of the Tackling Racial Inequality Working Group which is also developing an anti-racism strategy. CLPCN is committed to developing a culture of openness, respect and equity, which includes encouraging our staff to raise concerns about what they see and/or experience at work.

### Speaking up in CLPCN

Speaking up about concerns is vital to help us understand and improve the working environment for staff. CLPCN actively encourages all staff members to speak up for the purposes of support, improving staff experiences and also learning as an organisation.

CLPCN has appointed a FTSUG to facilitate the process of speaking up and being listened to. Reporting to the FTSUG can lead to concerns being investigated and steps taken to remedy any wrongdoing in the workplace. This is a psychologically safe route for all staff to raise concerns and also a process whereby we can review and improve staff experiences of working within CLPCN.

Concerns can also be raised with line managers in the first instance however where staff feel they are unable to do this or would prefer not to they can raise concerns with the FTSUG. The FTSUG will support and signpost staff raising concerns to additional support services if required and/or to the appropriate CLPCN lead to take any relevant action. Within the Primary Care Network there will be locally aligned Freedom to Speak Up Champions who will act as secondary post to speaking up. The FTSUC will be answerable to the FTSUG and will be required to complete on-going training and supervision.

The CLPCN FTSUG will act as an intermediary between CLPCN practices and the board and individual members of staff who want to raise concerns. These discussions are intended to be less formal than raising a formal grievance or complaint (although this might be the ultimate outcome). The FTSUG will act as a form of intermediary between the staff member raising the complaint, concern, experience or view with the parties involved to ultimately seek a positive remedy. FTSUGs represent a move away from a climate in which staff

members are afraid of the repercussions of speaking up, to one of support and conflict resolution.

Examples of concerns that staff may raise includes but are not limited to the following which may be at individual or organisational level:

- Discrimination
- Bullying
- Harassment
- Training and support
- Working conditions
- Financial
- Patient safety

The FTSUG will compile a non-identifiable report to the Board on a quartile basis outlining emerging and current themes. The FTSUG will be responsible for handling all sensitive information.

This policy should also be used where staff members want to raise a concern that is classed as a Public Interest Disclosure, also referred to as “whistle blowing.” There are very specific criteria that need to be met for an individual to be covered by whistleblowing law when they raise a concern (to be able to claim the legal protection from your employer that accompanies it with regard to any potential detrimental treatment). To help staff consider whether these criteria are met, independent advice can be sought from the external sources listed in the next section. Individual practices also have a whistleblowing policy and it is advisable for individuals to look at these also.

It is not uncommon for staff to initially not be clear what their concern is about, and the FTSUG can help them work through their concerns and how best to raise them. CLPCN encourages staff to speak up at the earliest opportunity, even if they are unsure or have doubts. The person speaking up does not need proof of what they are saying. The FTSUG role is not to investigate or advocate for staff raising concerns.

### **Process for staff members to raise and escalate a concern**

1. If you feel unable to raise the matter with your line manager or lead clinician or tutor, for whatever reason, please raise the matter with the CLPCN FTSUC or the named FTSUG:

Name of CLPCN FTSUG: Hayley Corless, contact details: [CLPCNSpeakUp@livgp.nhs.uk](mailto:CLPCNSpeakUp@livgp.nhs.uk)

Please see appendix 1 for the contact form.

The CLPCN FTSUG will:

- treat your concern confidentially unless otherwise agreed or not possible by law e.g. when a criminal offence has been committed, safeguarding, immediate safety concerns.
- ensure you receive timely support to progress your concern
- escalate to the board any indications that you are being subjected to detriment for raising your concern
- give you timely feedback on how your concern is being dealt with
- ensure you have access to personal support since raising your concern may be stressful

2. If these have been followed and you still have concerns, or if you feel that the matter is so serious that you cannot discuss it with the FTSUG, please contact the following:

Cait Taylor - CLPCN Joint Clinical Director, contact details: [cait.taylor@livg.nhs.uk](mailto:cait.taylor@livg.nhs.uk)

Dorcas Akeju - Nominated PPG/lay support member: [dorcasakeju@aol.com](mailto:dorcasakeju@aol.com)

3. You can raise concerns formally with external bodies as follows:

a. NHS Whistleblowing Helpline - a free-phone service for employees, and organisations working within the NHS and social care sector. Telephone: 08000 724 725 | Web: [www.wbhelpline.org.uk](http://www.wbhelpline.org.uk) | Email: [enquiries@wbhelpline.org.uk](mailto:enquiries@wbhelpline.org.uk)

b. Protect - a charity that provides free, legal, and confidential whistleblowing advice to people who are concerned about wrongdoing at work and not sure whether, or how, to raise their concern. Telephone: 020 3117 2520 | Web: [www.protect-advice.org.uk](http://www.protect-advice.org.uk) | Email: [whistle@pcaw.org.uk](mailto:whistle@pcaw.org.uk)

c. Care Quality Commission (CQC), [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us) .Tel: 03000 616161

d. Professional bodies including:

- General Medical Council [www.gmc-uk.org](http://www.gmc-uk.org) Tel 0161 923 6602
- Health Professionals Council, [www.hpc-uk.org](http://www.hpc-uk.org) / complaints Tel 0300 500 6184
- Nursing & Midwifery Council [www.nmc-uk.org](http://www.nmc-uk.org) Tel 0207 637 7181
- Royal Pharmaceutical Society of Great Britain [www.rpsgb.org.uk](http://www.rpsgb.org.uk) Tel 0207 572 2737

e. NHS Fraud, Bribery and Corruption. Reporting suspicions of NHS fraud, bribery and corruption are as follows: Anti-Fraud Specialist (LCFS) Tel: 0151 285 4500 & NHS Fraud and Corruption Reporting Line Tel: 0800 028 40 60. NHS online reporting form: [www.reportnhsfraud.nhs.uk](http://www.reportnhsfraud.nhs.uk)

And NHS Protect [www.nhsbsa.nhs.uk/nhs-protect-1](http://www.nhsbsa.nhs.uk/nhs-protect-1)

f. For a full list of the external 'Prescribed Persons' you can make a disclosure of concern to please refer to the latest government guidance (updated 01 October 2017):

<https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-andbodies--2/whistleblowing-list-of-prescribed-people-and-bodies#healthcare>

In addition, you can also blow the whistle to your legal advisor or to your MP.

ACAS - the Advisory, Conciliation and Arbitration Service is an independent public body that will give employees and employers free, impartial advice on workplace rights, rules and best practice - <https://www.acas.org.uk/>

***Please note that CLPCN would prefer that you raise the matter internally first so that we are aware of any issues and can take steps to address them immediately.***

### **Summary of the role of the CLPCN FTSUG**

The FTSUG will be the main point of contact for staff who would like to raise a concern if it has not been addressed through their manager. The FTSUG will:

1. Work with the person raising the concern and their managers to attain local resolution.
2. Forward the concern for formal review if the issues cannot be locally resolved.
3. Work with concerns that are raised in anonymously.
4. Support staff members who raise concerns.
5. Raise high risk concerns immediately with appropriate practice managers or CLPCN clinical directors as appropriate.
6. Monitor the outcome of the process to ensure that no detrimental effects are experienced by the staff member raising the concern.
7. Provide feedback to the staff member raising the concern throughout the entire process of speaking up
8. Visit CLPCN staff and practices formally and informally to discuss any concerns they may have and to gain an understanding of the general experiences of staff across the network.
10. Share generic issues and concerns with managers and clinical directors as appropriate.
11. Produce a report bi-annually for the CLPCN Board and also the Tackling Racial Inequality Working Group.

12. Ensure that the role and outcomes of the work of the FTSUG and FTSUC roles are publicised to CLPCN staff.

**Policy authors:**

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# CENTRAL LIVERPOOL PRIMARY CARE NETWORK

## FREEDOM TO SPEAK UP GUARDIAN CONTACT FORM

NAME:

PRACTICE:

JOB ROLE:

PREFERRED CONTACT METHOD:

PREFERRED CONTACT DAY/TIME:

### REASON FOR CONTACTING THE FREEDOM TO SPEAK UP GUARDIAN

### PREFERRED OUTCOME

*Thank you for contacting the Central Liverpool Primary Care Network Freedom to Speak Up Guardian today. We aim to respond to your query within 10 working days. If you have not*

*received a response after 10 working days please email the Guardian directly at [CLPCNSpeakUp@livgp.nhs.uk](mailto:CLPCNSpeakUp@livgp.nhs.uk)*

*Your CLPCN Freedom to Speak Up Guardian is Hayley Corless.*



@CLPCNSpeakUp

