



South Western
Ambulance Service
NHS Foundation Trust



Freedom to Speak Up Guardians

Information for staff at South Western
Ambulance Service NHS Foundation Trust



An introduction to Freedom to Speak Up (FTSU)

The FTSU Guardian role in NHS Trusts was recommended by Sir Robert Francis, following his review and subsequent report into the patient safety failings in Mid-Staffordshire NHS Hospital.

Why raise a concern?

FTSU is here to support our people and raising concerns can save lives. It is a valuable service that helps improve patient safety, the safety of our people and working relations, whilst supporting wellbeing.

We are committed to ensuring each concern is dealt with effectively. FTSU Guardians will always listen to your concern and can provide you with confidential advice in how to deal with it.

What can I speak up about?

You can Speak Up about anything that is worrying you or doesn't feel right in the workplace. Examples may be, but are not limited to:

- Patient safety
- The safety of our people
- Bullying and harassment

We ask that in the first instance you speak with your line manager, but if this is not possible or you have already tried and you don't feel you've received the right help then speak to us. We are a supportive and

professional team.

We are dedicated to ensuring concerns that are raised are kept confidential. No one else will know about your concern, except for the FTSU team and those you wish to know.

About Freedom to Speak Up Guardians

FTSU Guardians have a key role in helping to support our people to raise concerns within the Trust. The FTSU Guardians help ensure the Trust is an open and transparent place to work, where everyone is encouraged and enabled to speak up safely and confidentially.

FTSU Guardians don't get involved in investigations or complaints. They help people to raise concerns and ensure processes are followed and acted upon.

FTSU Guardians work within the Trust, but the role is impartial.

How can my FTSU Guardian help?

You may find just having someone to talk to about your concern is enough and no follow-up is required. Alternatively you may find that you would like to raise your concern formally and the FTSU Guardian can help you with this. We will aim to respond to you within 72 hours following you reaching out for support.

We appreciate that speaking up can be very hard, so you will always be thanked for wanting to improve our service. We will ask you to give full details of the concern and then together we will explore options on how to resolve the issue. If we feel we are not the right team to process this concern we will be honest.

We understand that you may have anxieties about raising a concern but we will support you at all stages. FTSU Guardians are able to help you structure emails, signpost you to other professionals who may be able to help and have a large network of contacts within the Trust to ensure your concern is heard.

FTSU Guardians will check in with you to ensure things are moving forward after a concern has been heard. We will always be there for you.

What happens when I speak up?

Step 1 Speak Up

- We will **thank you** for speaking up and raising your concern – It's the right thing to do.
- We will support you to speak up and throughout the process.
- We aim to respond within 72 hours.

Step 2 We Listen Up

- We will arrange a private and confidential chat with the FTSU Guardian to talk through your concerns.
- We will always ask your permission before sharing any details. The only exception is where there are immediate safety concerns and we are required by law to inform others.

Step 3 We Follow Up

- We will work together to agree an action plan for you.
- We will signpost you to other services (if required).
- We will follow up and see how you're doing and provide feedback.
- We will record your concern in a confidential and secure database for reporting and learning purposes.

Meet your FTSU Guardians



Lizzie O'Shea

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lizzie.o'shea@swast.nhs.uk

phone: 07787 007266



Lauren Dunn

email: speakup@swast.nhs.uk
lauren.dunn@swast.nhs.uk

phone: 01392 453974

Support from The Staying Well Service and FTSU Champions

The health and wellbeing of our people is truly at the core of our organisation, we will support you in finding ways to support your wellbeing so that you are well both in work and outside of work. The Staying Well Service (SWS) are here for you, because you are important.

Without staff that are well and at work, we are unable to deliver the quality and effective service to the patients we serve. Therefore, we need to ensure that staff are supported to enable them to lead healthy lives and make choices that support their wellbeing.

As a Trust, our aim is to support all employees in staying emotionally, socially and physically well. We are committed to promoting a culture where all staff support each other, and also take responsibility for their own health and wellbeing, whilst encouraging a culture of good attendance.



Contact the SWS on 01392 453974
or email stayingwellservice@swast.nhs.uk

The Peer Support Guardians (PSGs) provide an essential link between our geographically dispersed workforce, our SWS and Freedom to Speak Up. All of our staff whether on the frontline, in our EOCs or support services, have the potential to experience a wide range of traumatic and challenging situations in their working life or alternatively they may have personal issues that prevent them from fulfilling a satisfying working life. As such volunteers from our workforce are trained to be PSGs who offer a confidential and safe listening ear; they can also refer onto to the SWS or help you speak up if necessary. The SWS can provide you with information on your PSGs in your area if you'd like to be supported by them. Our PGS are there to support you with your wellbeing and alongside this are the FTSU champions.



Speak up about anything that gets in the way of doing a good job



To learn more about
FTSU please follow this
QR code for e-learning

