Freedom to Speak up Guardians

Freedom to Speak Up Guardians have been appointed throughout the NHS and have a key role in helping to raise the profile of raising concerns in their organisations. They provide confidential advice and support to staff in relation to concerns they have, in particular about patient safety.

Their role at Guys’ and St Thomas’ is to:

⇒ Work with the Board to create an open culture – listening and learning and not blaming.
⇒ Develop ways to encourage staff to speak up
⇒ Work entirely independently of the executive team
⇒ Review the governance and practice of raising concerns at the Trust
⇒ Share learning with the wider Trust to develop the culture

To find out more about raising a concern, please go to ‘Raising a matter of concern’ policy on the HR portal

How do you contact your Freedom to Speak up Guardians?

Email  Speakup@gstt.nhs.uk
or
Georgina.charlton@gstt.nhs.uk
Phone  07741 295 734

A staff guide to speaking up about concerns
Speak up, We’ll listen

Speaking up about any concern you have at work is vitally important. It will help us to keep improving patient care.

When we use the terms ‘speaking up’, ‘raising a matter of concern’, or ‘whistleblowing’, we are referring to the same kinds of things.

Examples might include:

- Unsafe patient care
- Unsafe working conditions
- Inadequate induction or training for staff
- Lack of or poor response to a reported patient safety incident
- Suspicions of fraud (which can also be reported to our counter fraud team)
- A bullying culture (across a team or part of the Trust rather than individual instances of bullying)

You may feel worried about raising a concern but please don’t be put off. Guy’s & St Thomas’ entire Board, and its senior leaders, are committed to building an open and honest culture.

Who should I talk to?

The person you report to is likely to be the one you go to first with any concerns such a line manager, supervisor, lead clinician or tutor.

There may be a reason you feel unable to go to them. If this is the case, you have several other options.

- **Contact an Advocate** The Trust has about 50 trained and friendly Speaking Up Advocates who have volunteered for this role as well as doing their ordinary jobs. You can find a list of Advocates on the ‘Showing we care by speaking up’ GTi page.
- **Confidential email** You can email SpeakUp@gstt.nhs.uk in complete confidence
- **Freedom to Speak Up Guardian** The Trust has appointed a Freedom to Speak Up Guardian (Diane Summers) and Deputy Guardian (Georgina Charlton). They act independently and impartially to provide advice to staff at any stage of raising a concern.
- **External helpline** 0800 174 319. The helpline is provided as part of the Trust’s Employee Assistance Programme. When calling, please make sure you ask for the Speak up service.
- **Trade Union or professional body** If you are a member of a Trade Union or professional body you can seek advice and support from them.

‘If in doubt, Speak out’