Ensuring and promoting a culture of openness and transparency during the COVID-19 pandemic and beyond

NHS

" *In an organisation that has a strong culture of openness and transparency, leaders are comfortable to listen to staff concerns. High quality care providers understand that staff should feel able to engage through fora for discussion that have been created, and that the concerns shared during these discussions will be understood – this sharing of experience will improve care delivered and create a better working environment for colleagues.* " Prerana Issar, NHS Chief People Officer

If I want to speak up about something, what should I do?

Usually your **line manager** will be your first point of call, but if you don't feel you can speak up to them or able to use the other routes set out in your organisation's Raising Concerns Policy, then you should refer to your local **Freedom to Speak Up Guardian** who will be able to offer impartial guidance and support to any member of staff.

How do I contact a Freedom to Speak Up Guardian?

Freedom to Speak Up Guardians will make an effort to promote their contact details within their organisation, so you may find details on your intranet page or staff noticeboard but you can also find details of guardians through the Guardian Directory.

Other places that you can find support include:

'Speak Up' helpline This is a free, independent and confidential helpline for people working in NHS and Social Care organisations in England, operated by Social Enterprise Direct Limited on behalf of the Department of Health and Social Care. You can contact them on **08000 724 725** or by completing their contact form.

You can also share information about patient safety concerns and your experiences working in the NHS with the Freedom to Speak Up (FTSU) Team at **NHS England and NHS Improvement.** You can email them at england.whistleblowing@nhs.net Information you share will be treated in confidence.

> **Trust boards** in England can use the NHS England and Improvement self-review tool to identify areas for development and improve the effectiveness of their leadership and governance arrangements in relation to Freedom to Speak Up. Guidance, additional information, and the tool itself are available here.