



<b>YAS Standards &amp; Compliance Standard Operating Procedure</b>
<b>Freedom to Speak Up Review, Resolution &amp; Reporting</b>

Document Author(s): Rebecca Mallinder (Head of Investigations & Learning)
Responsible Lead: Steve Page (Executive Director of Standards & Compliance)
Version: 0.2
Issue Date: April 2016
Review Date: April 2017

This document has been approved by:

Name	Title	Date
Steve Page	Executive Director of Standards & Compliance	22 February 2016

Executive Lead

Name	Title	Date
Steve Page	Executive Director of Standards & Compliance	22 February 2016

## Aim

The aim of this document is to provide a documented process on the review and resolution processes involved when a staff member raises a concern. The concerns being raised will be in relation to quality or safety or concerns that relate to organisational culture which may impact on staff's confidence in raising quality & safety concerns. These concerns will be handled via the Freedom to Speak Up process. The SOP should be read in conjunction with the route map and the policy.

### Recording the concern

- If the concern was unable to be resolved through a local line manager or through a designated senior manager, the staff member would seek the advice of a Freedom to Speak Up Guardian.
- The Guardian will log the concern (anonymously if preferred) using the 'Raising Concerns' form on the Datix system. It is important that the relevant equality & diversity fields are completed to enable full and thorough analysis.
- The concern will be graded in accordance with the Trust's risk matrix based on the safety implications and will be graded from negligible to catastrophic. Guardians will be trained on applying the grades within the risk matrix to ensure this is done accurately.
- The concern will trigger an email to a select distribution group informing them of the concern raised. This distribution group will include:
  - Chief Executive Officer
  - Executive Director of Standards & Compliance
  - Executive Director (relevant to the concern raised)
  - Head of Safety
  - Head of Investigations & Learning
  - Quality & Risk Coordinator
  - Freedom to Speak Up Guardians
  - Lead Guardian



## Next steps

- If the concern can be managed simply and easily by the Guardian and it does not have wider safety implications that require further consideration the Guardian will be able to facilitate resolution at a local level within 48 hours.
- If the concern has wider safety implications and requires additional action a discussion will be held, facilitated by the Guardian and the Quality Team to identify the appropriate action that is required. This discussion should take place within 48 hours of the concern being notified.
- If the concern is graded major or catastrophic and immediate action is required in the interest of patient and / or staff safety this will be coordinated by the Quality Team in liaison with the Guardian and Lead Guardian and actions will be identified and agreed with appropriate persons across the Trust. This should take place within 24 hours of the concern being raised.
- Escalation of information will take place as appropriate dependent on grading of the concern and where necessary other Executive Directors will be alerted for action through the Executive Director of Standards & Compliance. The nominated NED will also be alerted.
- Facilitation of actions and / or investigation will be arranged to achieve resolution. Feedback will be provided to the staff member by the Guardian.
- As a principle the Trust will facilitate staff time and expenses involved in raising concerns. These will be reviewed on a case by case basis via the Quality & Risk Team.



## Reporting

- The concerns will be reported to the Incident Review Group by the Head of Investigations & Learning.
- The IRG will review actions taken and triangulate with other inputs being shared at the group such as complaints, incidents, serious incidents, safeguarding, claims and inquests to identify any wider themes that require action.
- The Patient Safety Improvement Group sits beneath IRG and will be responsible for taking relevant actions from IRG for development that have been identified as wider themes.
- Updates will also be provided to the Quality Committee and the Trust Board through the Significant Events & Lessons Learned report.
- The Freedom to Speak Up working group will meet on a quarterly basis to review the concerns raised via this process for analysis and appropriate action.

