

Freedom to Speak Up: Raising Concerns Policy

Staff

If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customercare@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

Supporting you to speak out

If you have a genuine concern about practice or behaviour, unsafe clinical practice, a health and safety issue, financial impropriety, sexual harassment or any kind of unwanted behaviour, criminal action, or a cover-up of any of these things, you can:

- speak to your line manager, Union, Staff Governor, Customer Care, Health & Safety representative, a member of your Directorate Management Team, Freedom to Speak Up Guardian or Dignity at Work 'Ambassador'
- you can do this anonymously via the Customer Care Help Line on 0800 374208
- email: mediation@salisbury.nhs.uk or use the proforma on the Intranet.

If you feel that your concern has not been dealt with to your satisfaction, raise it at the next level, for example your line manager's line manager.

If you still feel that it has not been dealt with satisfactorily, discuss it with a senior manager or non-executive director of the Trust.

In exceptional circumstances, and if the matter cannot be discussed with any of the people above, contact a prescribed regulator (e.g. The Care Quality Commission, Health and Safety Executive, the Trust's auditor) or refer to a professional body (e.g. NMC, GMC, HPC).

For independent advice at any stage, speak to:

- Your Trade Union Office
- Public Concern at Work ☎ 020 7404 6609 or www.pcaaw.co.uk
- National Fraud and Corruption reporting line 0800 028 40 60 or www.nhsbsa.nhs.uk/fraud
- NHS Employers 'Speaking up' charter helpline ☎ 08000 724 725 or email enquiries@wbhelpline.org.uk

For more information see the Freedom to Speak Up: Raising Concerns Policy on the Intranet.