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## Speaking Up

When things go wrong, we need to make sure that lessons are learnt and things are improved.

### Who can I speak up to?

Most speaking up happens through conversations with supervisors and line managers where concerns are raised and resolved quickly. We strive for a culture where that is normal, everyday practice and encourage you to explore this option – it may well be the easiest and simplest way of resolving matters.

However, you have other options in terms of who you can speak up to, depending on what feels most appropriate to you:

- Senior manager, partner or director with responsibility for the subject matter you are speaking up about.
- Teams/localities have an **organigram**, a document showing the *line management structure* of their area. This is the line management structure through which concerns can be raised and escalated.
- The patient safety team or clinical governance team (where concerns relate to patient safety or wider quality)
- Local counter fraud team (where concerns relate to fraud)
- The Freedom to Speak Up Guardian

### What can I speak up about?

You can speak up about anything that gets in the way of patient care, or that affects your working life. That could be something which doesn't feel right, for example a way of working or a process which isn't being followed, or behaviours of others which you feel is having an impact on the well-being of you, the people you work with, or patients. Speaking up is about all of these things.

Freedom to Speak Up provides **an additional route** to support workers with speaking up.

Freedom to Speak Up (FTSU) Guardians ensure that the issues workers raise are responded to, and make sure that the person speaking up receives feedback on the actions taken.

## Signposting

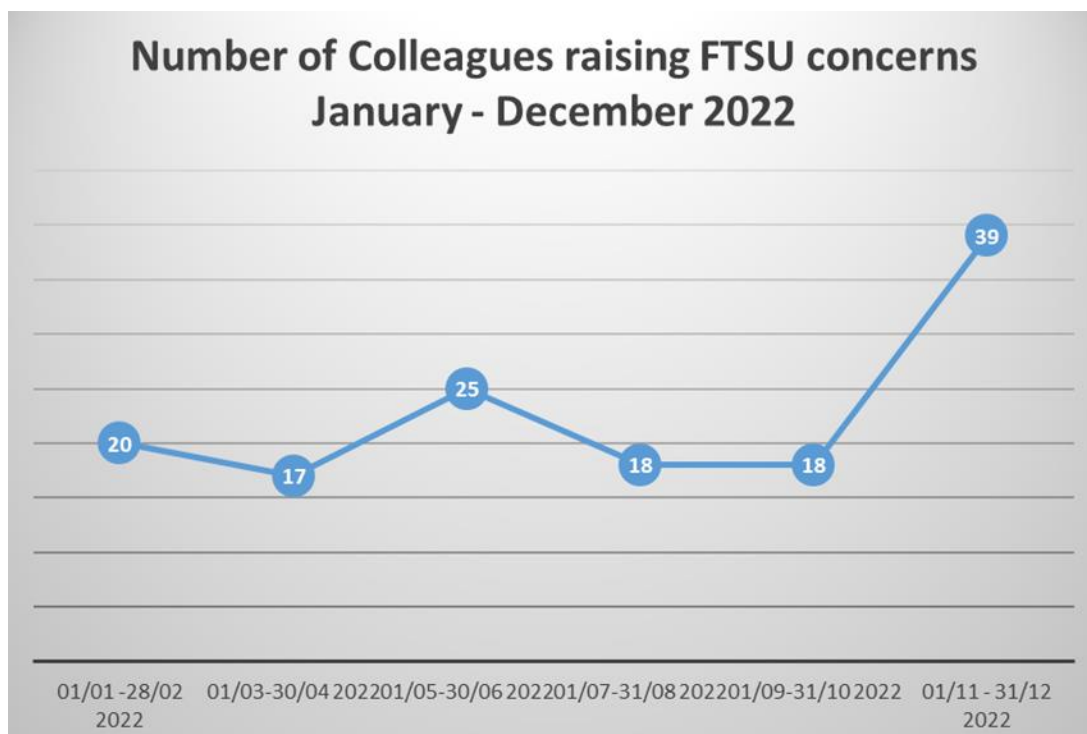
**Where to bring your concern or complaint in ELFT.**

Sometime colleagues are unsure as to where to bring their concern or complaint in ELFT. For information on some of the regularly used policies, key contacts and further information, please find the Signposting - Policies, Processes & Contacts [here](#)

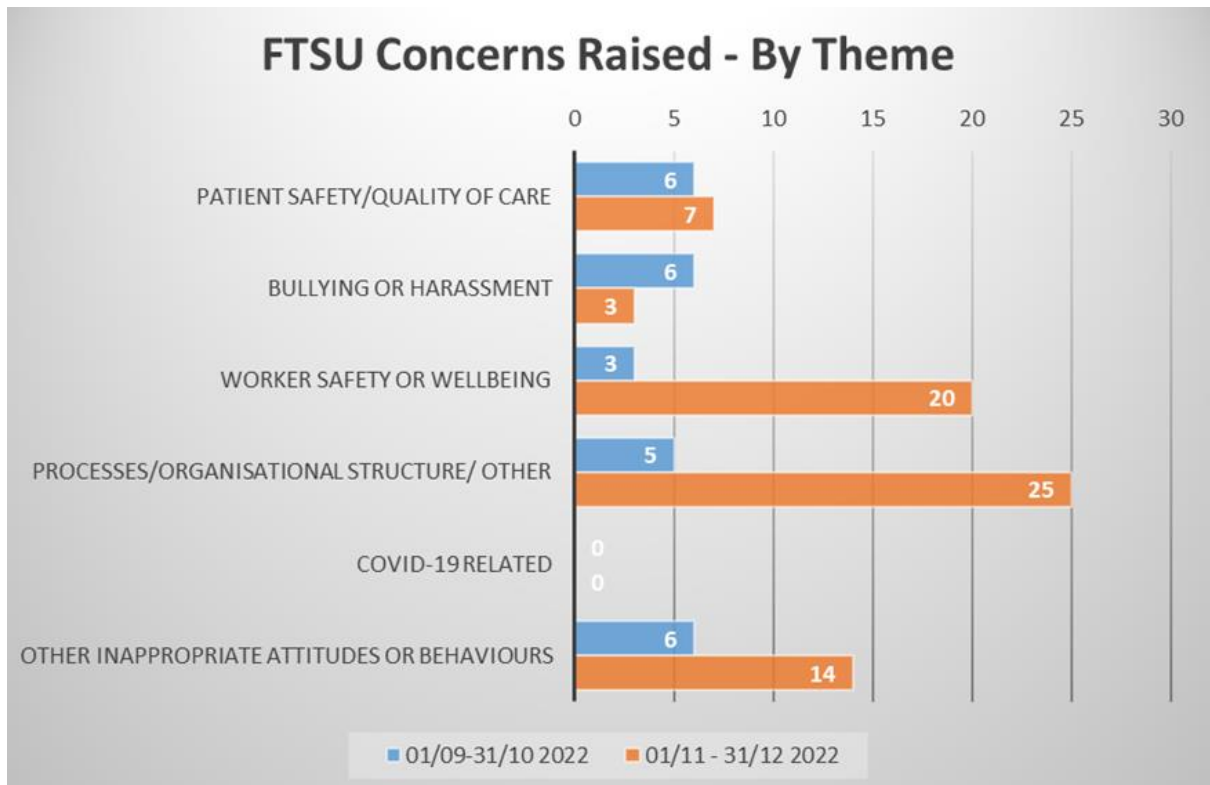
## FTSU Conference - Save the date

Our first in person Freedom to Speak Up Conference since 2019 will take place on Friday 16th June 2023. More information to follow but please do save the date in the meantime.

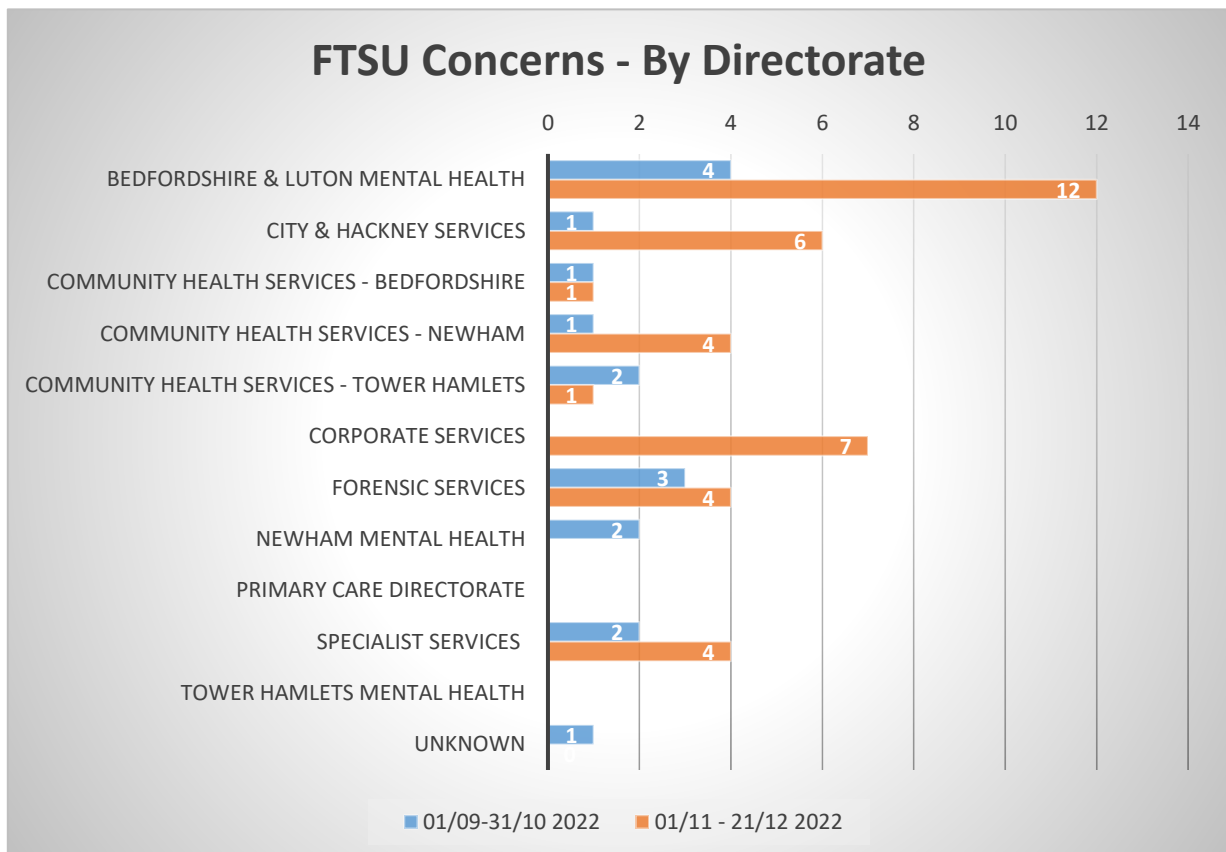
## Freedom to Speak Up Data



The number of colleagues raising FTSU concerns in ELFT during 2022.



The broad themes raised during Sept/Oct 2022 and Nov/Dec 2022.



Where FTSU concerns were raised in the Trust during Sept/Oct 2022 and Nov/Dec 2022.

For further information regarding speaking up, the FTSU Champions and Guardian contact details, and other resources, please see the Trust's Freedom to Speak Up intranet page [here](#).

Best wishes,

The Freedom to Speak Up Team  
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## Twitter

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