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Freedom to Speak Up Guardians (FTSUG) in Primary Care

Frequently Asked Questions, 2023



FTSUG- Frequently Asked Questions

Q: What is a Speak Up Guardian?

A: A Speak Up Guardian is a support person who has undergone national training to support the workforce in raising concerns. When you match with a guardian-they will listen, thank you for speaking up, and, where appropriate, escalate matters to bodies outside their organisation.

Q: Why do we need this service?

A: When staff believe their opinions matter, valued, and acted on- they become more committed, and performance and retention improves. In many instances, staff are aware when things are not right or where improvements could be made. It is also a key line of inquiry (KLOE) from the Care and Quality Commission (CQC)

Q: What is the difference between whistleblowing and speaking up?

A: These terms have been used interchangeably. Whistleblowing denotes a more formal process. The distinction is that speaking up can be both formal or informal given the nature of the case.

Q: Is it anonymous?

A: The confidentiality of those who speak up will be respected, subject to the need to ensure safeguarding requirements are met. In every instance where confidentiality may need breach (patient care) the person who raised the concern will be informed.

Q: What can I speak up about?

A: People can speak up about anything that gets in the way of patient care, or that affects working life. Examples include (but are not limited to):

- Bullying/Harassment.
- Patient Care.
- Staff Health, Safety and/or Wellbeing.
- Inappropriate Attitudes and Behaviours.

Q: What if I just want someone to talk to? Conversely, what if I want to escalate the matter?

A: The person speaking up has control of what happens to their case. If they would like to escalate their matter, the guardian can provide support with this. Further, if a person is only looking to discuss a query or concern, they can do that as well. Guardians are not an investigator – they will listen, thank you, and refer the case to the appropriate entities.

Q: How can I contact the guardians?

A: Have a concern or query? Email nwl.speakupguardian@nhs.net to match with a guardian.

Q: Are there similar services available to primary care?

A: Yes! Keeping Well North West London: Free and confidential psychological support and advice to all staff. The service provides individual support such as advice and talking therapies, as well as support to managers, teams and organisations. To contact and find out more please visit: ['Home :: Keeping Well \(keepingwellnwl.nhs.uk\)'](http://Home::KeepingWell(keepingwellnwl.nhs.uk))