

Meet Your Freedom To Speak Up Guardians

Speaking up to the Freedom To Speak Up Guardians is easy.

They are there for you whether you need to raise a concern or simply require some *impartial guidance* on an issue at work.



Billy Howard

Senior Marketing & Comms Officer
& Freedom To Speak Up Guardian
0151 334 2778 ext. 134



Phil McGraa

Volunteer Services Manager
& Freedom To Speak Up Guardian
0151 334 2778 ext. 108

Or you can email ftsug@wirralhospice.org
which is a confidential mailbox shared by Billy & Phil

Wirral Hospice St John's CARES: Our Values

 Compassionate  Accountable  Respectful  Equitable  Sustainable

Wirral Hospice St John's, Mount Road, Higher Bebington, Wirral CH63 6JE
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wirralhospice.org | Registered Charity No. 510643

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Wirral Hospice St John's



If you have a concern about something you've seen or heard in our workplace, please speak up!

A message to all staff and volunteers from Wirral Hospice St John's senior leadership team and board of trustees

Freedom To Speak Up

Speaking up about a concern or worry you have at work is really important. In fact, it's a priority for our senior leadership team and board of trustees that you feel comfortable and safe in speaking up.

We are truly committed to continue to grow an open, honest and transparent culture here at Wirral Hospice.

You can speak up about any issue, whether it affects patients, colleagues, or something which affects you personally.

You will be listened to and you will be supported.

Confidentiality - we take it very seriously

If you wish your details to remain confidential, to our Freedom To Speak Up Guardians, we will ensure that this happens.

You can contact them by phone or email (see back page for details) or by completing a **Raising Concerns** form, putting it in a sealed envelope marked 'FTSUG' and into the red comments box in main reception.

You are also able to raise concerns anonymously by partially completing a **Raising Concerns** form, putting it in a sealed envelope marked 'FTSUG' and into the main reception red comments box.

How Can Freedom To Speak Up Guardians Help?

Freedom To Speak Up Guardians are there to:

- Protect patient safety and quality of our care
- Improve the workplace experience for staff and volunteers
- Promote learning and improvement

By ensuring that:

- All staff and volunteers are supported in speaking up
- Barriers to speaking up are addressed
- A positive culture of speaking up is fostered
- Issues raised are used for learning and improvement

Why Should I Speak Up?

Speaking up is about **learning** and **improving**:

- Raising a concern can protect our patients from harm
- Please never let an incident, big or small, go unmentioned

Speaking up is about improving culture:

- Poor attitude or behaviour from any member of our workforce is not acceptable.

What About Me And My Job?

If you speak up and raise a concern:

- You and your job are protected by law
- You will be thanked for speaking up, and fully supported by our hospice

How To Speak Up About A Concern

Speak with someone appropriate:

- Hopefully you feel able to speak with your line manager in the first instance.

Not the right person, or your initial concern is not acted upon?

- Is there a more senior manager at any level that you would feel happy speaking with?
- If not, this is where we would advise you to contact one of our Freedom To Speak Up Guardians by phone, email or through the red comment box in reception (please put your **Raising Concerns** form or letter in a sealed envelope marked 'FTSUG').

Freedom To Speak Up Guardians will:

- Provide support and guidance
- Respond within working hours: Mon to Fri 9am-5pm

Please refer to our Freedom To Speak Up web page, which has our **Speak Up, Speak Out policy** on it, and a **Raising Concerns form**.

wirralhospice.org/ftsug or scan the QR code

Please be assured that we are NOT able to track who visits the page or scans the code

