Route Map - Raising Concerns/Speaking Up Pathways I want to raise a concern about my role, my health or patient safety



My job

Have a conversation with your line manager as soon as possible

If flexibility is required, refer to the Work Life Balance Policy or use Carers or Health passport to assist conversations with your manager

If social issues with team members refer to the <u>Speaking Up</u> process for bullying

Raise <u>Development Needs</u> or discuss elements of your role with your line manager

Action to be taken by:

Employee

Manager

Working environment/equipment

Inform your line manager

Inform your Health & Safety representative

Report on RLDatix Risk assess on SHE Evotix

Investigation by the Investigating Manager

If required, escalate to appropriate lead for action

Feedback to individual Learning to inform Trust's Health & Safety Strategy

My health

Discuss with your line manager if you feel comfortable

If required, refer individual to Occupational Health or Staff Psychological Support Service

> Speak to your department Mental Health First Aider

Self Refer to the Staff Psychological Support Service or Chaplaincy

Review the resources and support available on the Wellbeing Website

Patient safety Eg: patient falls / unsafe staffing

Speak to your line manager or matron or manager's manager if appropriate

Speak to
Freedom to Speak up Guardian
and/or Patient Safety Team

Report on RLDatix

RSCH and PRH / WOR, SRH and SLH
(automatically notifies stakeholders)

Service Level Agreement -Response within 7 days

Investigation by the Investigating Manager

If required, escalate to appropriate lead for action

Feedback to individual. Learning to inform Trust's Patient Experience Strategy

Key Policies

Full policy on speaking up can be accessed on the intranet resolution Work/life balance
Health Wellbeing at work
Investigation
Equality, diversity and inclusion (including hate crime)
Fraud concerns

Remember...

The Freedom To Speak Up Guardian (<u>uhsussex.ftsu@nhs.net</u>) and/or Staffside representatives can provide additional support, guidance and signposting.

Route Map - Raising Concerns/Speaking Up Pathways I want to raise a concern about behaviour of others



Line manager behaviour

Raise behaviour direct with line manager

Use <u>Toolkits</u> in place to help facilitate a conversation

If you don't feel comfortable, speak to your line manager's manager or your clinical supervisor or Professional Nurse Advocate

An informal meeting may be set up between both parties

As a last resort, speak to your Employee Relations Manager about raising a formal grievance

Appropriate action taken depending on outcome.
Staff support provided throughout

Bullying

Speak with the person directly to resolve

Use <u>Toolkits</u> in place to help facilitate a conversation

Involve your line manager if you need support to address the concern.

An informal meeting may be set up between both parties

Arrange a formal meeting with support from Employee Relations if required

As a last resort, speak to your Employee Relations Manager about raising a formal grievance

Action to be taken by:

Employee

Manager

Violence/discrimination/ harassment/hate crime from a colleague/manager

Report the incident to your line manager or senior manager (if concerning line manager)

Discuss the incident with Employee Relations and seek advice

If informal action, you/manager will be supported by Employee Relations to take appropriate steps

If formal action, support will be provided by Employee Relations to follow correct process

Violence/discrimination/ harassment/hate crime from a patient/visitor

Report the incident to your line manager

Report on RLDatix

RSCH and PRH / WOR, SRH and SLH
(automatically notifies stakeholders)

Service Level Agreement - response within 7 days

Investigation by the Investigating Manager

If required, escalate to appropriate lead for action

Feedback to individual. Learning to inform Trust's Violence Prevention & Reduction (VPR) Action Plan

Individual offered support through the Staff Psychological Support Service (talking therapies, team debriefs)

If formal action, support will be provided by Employee Relations to follow correct process

Key Policies

Full policy on speaking up can be accessed on the intranet resolution
Work/life balance
Health Wellbeing at work
Investigation
Equality, diversity and inclusion (including hate crime)
Fraud concerns

Remember...

The Freedom To Speak Up Guardian (<u>uhsussex.ftsu@nhs.net</u>) and/or Staffside representatives can provide additional support, guidance and signposting.