

We celebrate the fact that people speak up, and are committed to creating an open, transparent and safe working culture where all staff feel able to raise concerns. This is vital because it will help us to keep improving our services for our patients and the working environment for our staff. All staff can raise concerns about safety, malpractice or wrongdoing and can include:

- Patient / staff / visitor safety
- Professional conduct
- Breach of legal obligations
- Bullying culture
- Cover-ups

If in doubt, raise your concern anyway. We encourage you to do this even if it turns out to be untrue. We will not ask you to prove your concern, and will investigate all concerns appropriately, professionally, thoroughly, consistently and fairly.

How to Raise a Concern

There is no right or wrong way to raise a concern. If in doubt, raise it. You may find it helpful to follow the steps below. You can also contact the Freedom to Speak Up Guardian at any point for independent confidential advice.

Step 1 If you feel able to, approach your line manager and see if it can be sorted there and then.

Step 2 If you feel you cannot approach your manager, or the concern is about them, you can approach the person they report to. You can also put it in writing.

Step 3 If this doesn't work or the issue is more serious, you can write to an Executive Director (below).

Step 4 If that doesn't help, you can contact the Chief Executive (below).

Medical Director
Brendan Ryan
brendan.ryan@tgh.nhs.uk
0161 922 6753

Director of Workforce
Amanda Bromley
amanda.bromley@tgh.nhs.uk
0161 922 6055

Chief Nurse
Peter Weller
peter.weller@tgh.nhs.uk
0161 922 6024

Chief Executive
Karen James
karen.james@tgh.nhs.uk
0161 922 6003

What Our Staff Say

"It's so important that we promote a culture of speaking out. Raising issues or concerns enables us to continually improve service quality and safety"

*Karen James
Chief Executive*

"Staff side are committed to working in partnership with the Trust to encourage an open culture where staff feel supported to raise concerns at the earliest opportunity"

Staff Side



Freedom to Speak Up Guardian: Phil Gordon

I provide **independent, confidential advice** for staff and managers on any aspect of raising or dealing with concerns about patient safety, malpractice or wrongdoing. I don't complete investigations, recommend outcomes or deal with employment issues such as grievances, but in these cases I can point you in the right direction.

I also work with our senior management to identify trends, and recommend ways to improve the culture and processes around raising concerns at work. I have **direct access to the Chief Executive** and I am supported by the National Guardian Office. I work here two days a week.

I worked as a physio for 7 years and a Trade Union Rep for 5 years, including two projects that had a Trust-wide impact on quality and safety. **I have also raised concerns** in several organisations. I have worked here in this role since January 2017.



Contact

Mobile: 07825 144 968

Email: philip.gordon@tgh.nhs.uk

Frequently Asked Questions

Will my concern be kept confidential?

We are committed to respecting your confidentiality, although there are specific occasions where we may not be able to promise this e.g. criminal investigations. In these cases, please get independent advice.

If you remain anonymous we won't be able to ask for more information or provide feedback. However, you can nominate a person you trust to receive the feedback for you e.g. Freedom to Speak Up Guardian or trade union representative.

Will I be bullied or victimised?

We will not tolerate the harassment or victimisation of anyone who raises a concern. Nor will we tolerate any attempt to bully you into not raising your concern, as this would be a breach of our values.

As an employer, we have a legal obligation to take all reasonable steps to anticipate possible bullying or harassment before it happens.

What if my concern turns out to be untrue?

All you need is a reasonable belief that your concern *might* be true. We will not compel you to provide evidence or give reasons for raising the concern, and we will support you if you need it. We will investigate the facts independently of the motive behind raising a concern. You can only be disciplined if you *maliciously* raise a concern that you *already know* to be untrue.

Information and Advice

INTERNAL (for all staff on all Trust sites)

Human Resources

0161 922 6000

Trade Unions / Professional Bodies

Contact the main enquiries line or your local workplace representative

Freedom to Speak Up Guardian

(Independent confidential advice)
Phil Gordon
philip.gordon@tgh.nhs.uk
07825 144 968

EXTERNAL

Speak Up Direct

08000 724 725
<https://speakup.direct/>

Protect

020 3117 2520
<https://protect-advice.org.uk/>

CQC (Care Quality Commission)

(Regulatory body)
03000 616161
enquiries@cqc.org.uk