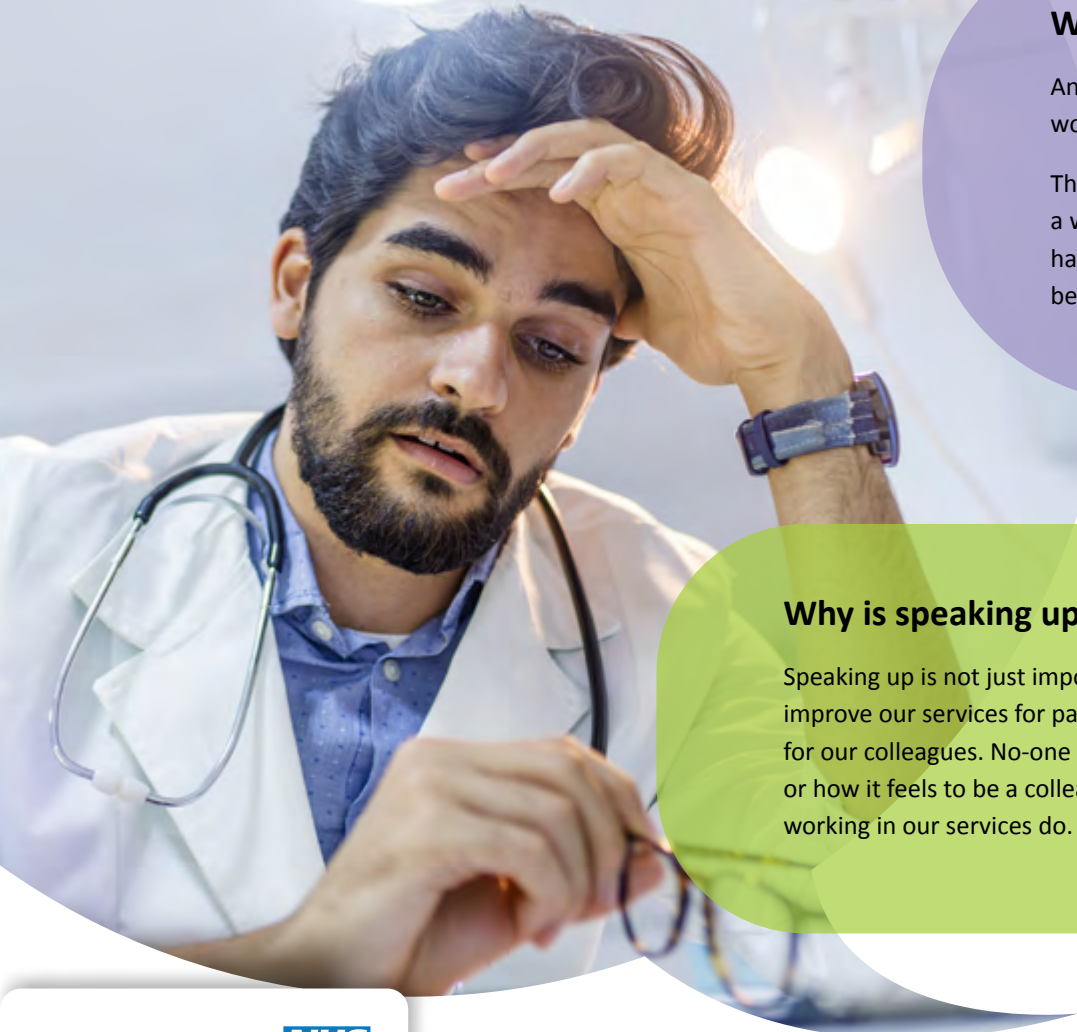


One person can make a difference.



### What is a concern?

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.

### Why is speaking up important in the NHS?

Speaking up is not just important, it is vital, as it supports us to improve our services for patients and the working environment for our colleagues. No-one understands how our services work or how it feels to be a colleague here at Barnsley like our people working in our services do.

### The Francis Report recommends that:

Reporting of incidents of concern relevant to patient safety, compliance with fundamental standards or some higher requirement of the employer needs to be not only encouraged but insisted upon.

### Who can speak up?

**Anyone can!** If you're a Student, Contractor, Volunteer, anyone employed by both Barnsley Hospital NHS Foundation Trust and Barnsley Facility Services.

Don't let others suffer for your silence.

You have the freedom to speak out!



Barnsley Hospital  
NHS Foundation Trust

PROUD

to care

Please follow the **Raising Concerns Policy** and raise a concern initially with your manager. If you feel unable to or you have raised it but feel it hasn't been dealt with effectively then contact the:

**Freedom to speak up Guardian**  
**bdg-tr.freedomtospeakup@nhs.net**

Your FTSU team comes from a large range of areas and roles and can be found at:  
<http://intranet.bdgh-tr.trent.nhs.uk/teams/other/freedom-speak-guardian/>



## What is the nature of the concern?

### Equality & Diversity

Contact Equality, Diversity and Inclusion Lead or Champions. Follow the pathway.

### Suspicious of Fraud

Contact local Counter Fraud Specialist.

### Bullying & Harassment

Follow the Bullying & Harassment (Dignity at Work) Policy.

### Grievance

Follow the Grievance Policy.

### Suspicion of Crime

Contact local Security Management Specialist.  
[lisacorbridge@nhs.net](mailto:lisacorbridge@nhs.net)

### Non-adherence to trust Values & Behaviours

Contact your Line Manager.

## Our Values & Behaviours



### Respect

Treat people how we would like to be treated ourselves.

#### Behaviours...

Respect, courtesy, professionalism.

Kindness, compassion and dignity.

Clear, honest and responsible communication.

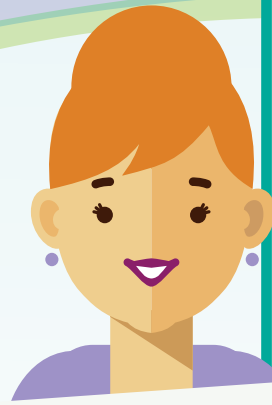
#### What we like to see...

We are friendly, smile, say hello, introduce ourselves and make people feel comfortable. We are role models of appropriate attitudes and behaviours.

We are caring and compassionate, show empathy and understanding and treat others as we'd like to be treated. We respect people's dignity and display a high level of integrity.

We are patient, calm and reassuring, and offer advice and encouragement when others need help. We avoid jargon and terminology.

We are professional and courteous in our email exchanges. We will ensure our emails convey a clear message.



### Team Work

We work together to provide the best quality care.

#### Behaviours...

Share the same goal.

Treat people fairly and equally.

Share and develop together.

#### What we like to see...

We take the time to listen to people's questions, ideas and opinions and respond to these. We have individual and team objectives.

We recognise and value everyone's skills, and thank people for their contributions.

We ask permission before acting, and protect people's privacy and dignity. We celebrate success.

#### What we don't like to see...

Dismissive or undermining behaviour which excludes people. Setting unrealistic goals.

Not appreciating or valuing people's input, and blaming and criticising others. Not applying policies fairly.

Being disrespectful, humiliating others and not offering space or privacy.



### Diversity

We focus on your individual and diverse needs.

#### Behaviours...

Personalise care.

Involve you in decisions.

Listen to you.

#### What we like to see...

We share information, keep people informed and clearly explain to help people understand. We are considerate and attentive to people's needs.

We are accountable and treat everyone fairly and consistently. We respect everyone's contribution.

We are open and honest, involve people and seek out and offer constructive feedback to others. We build effective relationships.

#### What we don't like to see...

Not explaining or sharing information, leaving people not knowing what's happening next or the reasons why.

Being unfair, inconsistent and talking and acting inappropriately.

Making assumptions, jumping to conclusions. Avoiding or ignoring giving and receiving feedback.

#### For further information about the OHS please contact:

Email: [Bhnft.occupationalhealth@nhs.net](mailto:Bhnft.occupationalhealth@nhs.net) Telephone: 01226 434939

Opening hours: 08:30 – 16:30, Monday – Friday

Out of hours – Answer machine service is available

#### Address:

Occupational Health Service  
Barnsley Hospital NHS Foundation Trust  
Block 9, Gawber Rd, Barnsley S75 2EP


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**National  
Guardian**

Freedom to Speak Up

 07511 414936

**NHS**

**Barnsley Hospital**  
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