



Lana Haslam
Guardian



Clive Underwood
Guardian



Stacy Sherwood
Champion



Ravi Mahay
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Sarah Snape
Champion



Phil Spencer
Champion

Freedom to Speak Up (FTSU)

For information about the Freedom to Speak Up service, methods of raising concerns and the importance of speaking up

Patients are at the heart of everything we do here at Bedfordshire Hospitals NHS Foundation Trust and staff should feel proud to work in such a caring and safe environment. However, just sometimes may we see things which raise a concern our minds.

A concern is a risk, malpractice or wrongdoing that adversely affects patients, staff, the public or the organisation itself.

Examples of concerns include:

- suspected negligence
- mistreatment of patients
- issues relating to the quality of care given
- competence of colleagues
- suspicion of financial malpractice



FTSU Guardian Contact Details

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Please note, these inboxes and phone numbers are held by the Guardians and Champions in order to maintain confidentiality and will not be checked by anyone else.



Here is a reminder of how you can raise a concern:

Line Manager

This should be your first consideration. It doesn't necessarily have to be a formal meeting; a brief conversation may be sufficient to start an investigation.

Freedom to Speak Up (FTSU) Guardian

Our FTSU Guardian does not replace existing processes for raising concerns such as speaking to your line manager, informing HR or reporting incidents on Datix. The Guardian though does offer an additional resource when an individual feels that they can't speak to anyone else or they feel that their concern hasn't been dealt with correctly. There is also a Freedom to Speak Up Policy available on the Intranet which provides advice to staff on the best way to escalate any concerns they have. It also outlines who is the most relevant person to contact depending on the type of concern.

Support from staffside/professional Association

Staff can also speak to their professional association (i.e. NMC, HCPC or GMC) or Trade Union for advice on whether to raise a concern and how best to do it.

The hospital wants to encourage a culture of speaking up so everyone feels comfortable raising a concern and confident that it will be investigated effectively.

Staff are often the first to identify a serious problem, and the Trust wants to know about any concerns you may have to ensure every ward and department is running as safely as possible. Don't keep those concerns to yourself as the standard you walk past is the standard you accept. Speak up and we will listen and act, if appropriate to make both Bedford Hospital and the Luton and Dunstable Hospital even better.

There is a Freedom to Speak Guardian on both hospital sites, Lana Haslam at Bedford and Clive Underwood at the L&D. Both will work closely with the Trust Board to ensure that Bedfordshire Hospitals becomes a more transparent place to work and that staff feel supported.

