

Raising Concerns

Raising a concern may be a difficult and stressful process for everyone, particularly so, if you don't know how to raise it. This infographic is intended to advise of the various expected routes available

Trust Management and Leadership	Grievance	Early Resolution (Behaviours at Work)	Suspensions of Fraud
<p>What can I raise?</p> <ul style="list-style-type: none"> Unsafe patient case Unsafe working conditions Inadequate induction or training for staff Lack of, or poor, response to a reported patient safety incident A bullying culture (across a team or organisation, rather than individual instances) Any other behaviours outside the expectations of the Values and Behaviours Framework <p>How should I raise my concern?</p> <ul style="list-style-type: none"> Your line manager or supervisor Trust networks where appropriate: <p>bame.network@mbht.nhs.uk disability.network@mbht.nhs.uk lgbt.network@mbht.nhs.uk carers.network@mbht.nhs.uk forces.network@mbht.nhs.uk women.leaders@mbht.nhs.uk</p>	<p>What can I raise?</p> <ul style="list-style-type: none"> Matters regarding your terms and conditions of service including, annual leave, pay related concerns Matters regarding your duties Matters regarding working practices <p>How should I raise my concern?</p> <ul style="list-style-type: none"> Your line manager If the matter is regarding your line manager, then you can raise it with the next manager You can raise your matter verbally or in writing via letter or email Trust network 	<p>What can I raise?</p> <ul style="list-style-type: none"> Breaches of the Trust's Values and Behaviours Framework Bullying. Harassment and incivility between colleagues, within or between teams, or between managers and members of their team Breaches of equality related legislation including discrimination Professional standards, disciplinary rules or the law relating to behaviours at work <p>How should I raise my concern?</p> <ul style="list-style-type: none"> Your line manager or a more senior manager Respect and Civility Facilitators respect.team@mbht.nhs.uk Ask SAMI Staff Side / Trade Union Support Occupational Health Trust networks 	<p>What can I raise?</p> <ul style="list-style-type: none"> Concerns that someone has false sickness certification Submitted Time sheet(s) are not a true representation of the hours work False information provided re CV issues / right to work which has enabled employment False travel / subsistence claims <p>How should I raise my concern</p> <ul style="list-style-type: none"> NHS Fraud, Bribery and Corruption Reporting Line: 0800 028 40 60 NHS Online Reporting Form: www.cfa.nhs.uk/reportfraud

Freedom to Speak Up (FTSU)

What can I raise? Any of the above concerns where you feel uncomfortable speaking to your Line Manager or supervisor in the first instance or where you do not think the response has been sufficient or if you are not sure what you should do

How should I raise my concern? Contact your Freedom to Speak Up Guardians: Wesley.Blondel@mbht.nhs.uk / 07818468363 Heather.Bruce@mbht.nhs.uk / 07890587013 or FreedomToSpeakUp@mbht.nhs.uk

Raising an Incident



Trust Incident Reporting

What can I raise?

Trust Incident reports are any unintended or unexpected incident which could have, or did, lead to harm for one or more patients/staff members/visitors/contractors.

Reporting incidents supports the Trust and wider NHS to learn from mistakes and to take action to keep patients/staff members/visitors/contractors safe.

Staff are encouraged where possible to record all incidents within the Trusts local risk management systems (LRMS), Ulysses. These reports will then be routinely uploaded to our systems to support national learning.

The Trust has a duty to all patients, staff, contractors, volunteers and visitors to fully investigate all reported incidents.

Incident reporting should be viewed as a learning opportunity and the Trust encourages an open and fair, non-blame culture where staff feel comfortable reporting incidents.

How do I report my incident?

You can submit an incident via the Trust Ulysses System: [UHMB - Ulysses System](#)

Concerns about safety may also be expressed as a draft risk on the Risk Register and would then undergo scrutiny within the relevant Care Group or Corporate Dept to understand the risk and develop actions to reduce the risk or to direct the concern through another route if not considered appropriate for the Risk Register.

Support Available

We appreciate that speaking up and raising concerns can sometimes feel difficult however we sincerely encourage anyone to raise concerns or submit an incident to enable us to continuously learn from issues and experiences. By speaking up you will not be at risk, you will be fully supported by your line manager and you can contact any of the colleagues listed under 'How should I raise my concern'. They will listen to your concerns fully and openly and support you to raise your concern through the appropriate route and identify any additional support you might require. The ability for employees to 'speak up', for managers to 'listen up' and for the organisation to 'follow up' are integral to our continuous improvement culture.



"Creating a great place to work and a great place to be cared for"

