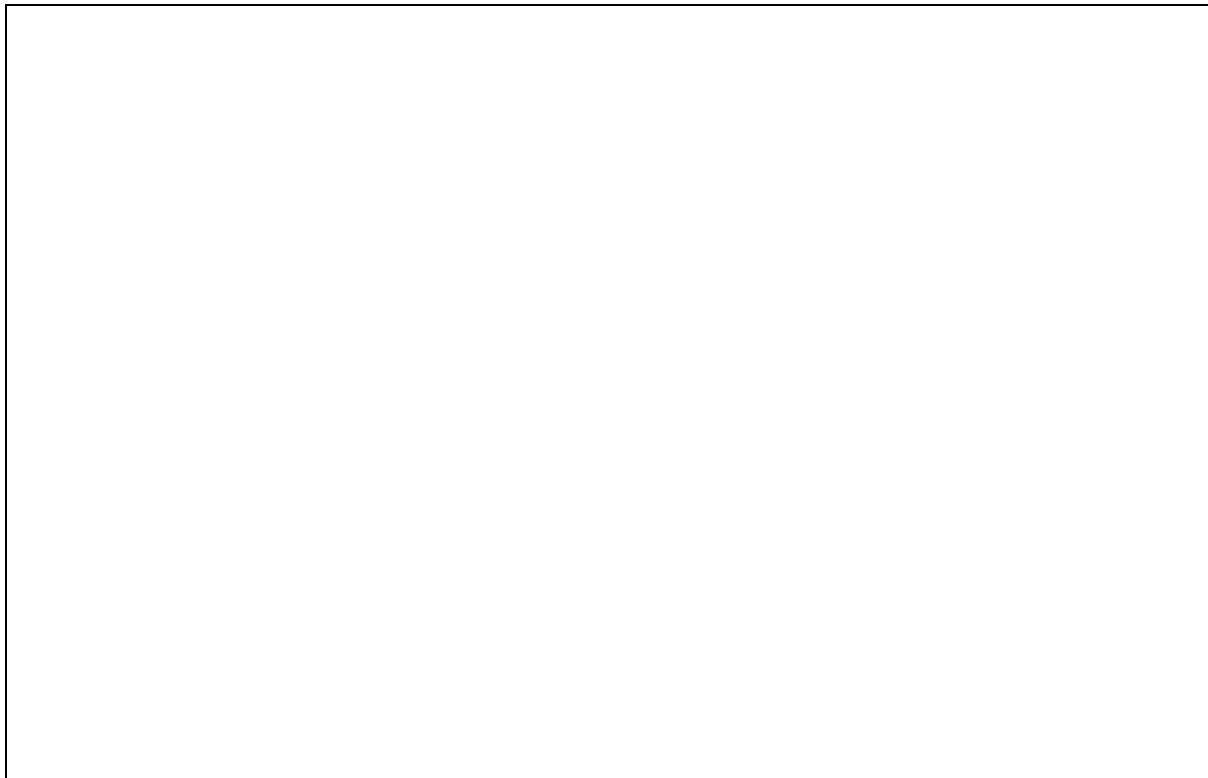


Appendix 1: Managers Template

Managers template

CONFIDENTIAL RDASH FTSU Managers Template SECTION A

Case Number:	Date Sent: Dates due back Section A: Section B:
Service/Department	
Responsible manager(s)	
Overview of concern:	
Does the worker speaking up want to remain anonymous?	
Planned Action Please outline how you plan to respond to the matters spoken up about. For example: <ul style="list-style-type: none">• Immediate action• Enquiry• Review• Investigation• Patient safety investigation• Desk top review• Cultural review• Mediation• Conversation	



If you have any questions about this or any other FTSU related issue, please contact James Hatfield, james.hatfield@nhs.net

Level	Response Category	Examples	Timescale for managers to respond/say how they plan to respond	Timescale for managers to conclude enquiry
1	Immediate	Safeguarding issue, patient physically or verbally assaulted/abused by a member of staff or another patient	24 hours	30 working days
2	Urgent	Concerns around quality of care/service Patient safety Staff safety	2 days	30 working days
3	Standard	Culture of bullying Fraud Disagreement	5 working days	35 working days

SECTION B

FTSU can make a significant contribution to our learning by identifying the themes, lessons learnt and changes to working practice from workers speaking up. To support the focus on quality and drive for continuous improvement please can you give an outline of any lessons learnt as a result of staff speaking up?

The information you give in this section is for understanding and learning, it will not be assessed in any way and will be completely anonymised.

Please complete the sections below and return to the Freedom to Speak Up Guardian within **3 working days** of completion of the action/enquiry/report.

What changes have been made as a result?

What lessons have been learnt?

How will you ensure learning is embedded and shared?

What learning is transferable across the organisation and how will you share this?

What information will be feedback to the person speaking up?

James Hatfield

Freedom to speak up guardian

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