

A large green megaphone graphic pointing to the right, with the words 'SPEAK UP!' written inside in bold, green, sans-serif capital letters. The megaphone has a white interior and a green exterior with a small white wave graphic at the top right.

**SPEAK
UP!**

Speak Up! We're Listening

At NHS Grampian, every member of staff has a voice that matters.

Speaking up is not just about raising concerns when something goes wrong. It is also about sharing ideas, identifying opportunities for improvement, and helping us provide the safest, highest-quality care possible.

All staff are actively encouraged to speak up at the earliest opportunity, because learning and improvement happen best when issues, concerns and suggestions are heard and acted upon quickly.

Creating a culture where people feel confident to speak up is everyone's responsibility. We want colleagues to feel safe, supported and respected when they raise a concern, ask a question or suggest a better way of doing things. Speaking up helps prevent harm, strengthens working relationships and ensures that lessons are learned and improvements are made.

Just as importantly, speaking up requires listening up. We are committed to listening carefully, responding appropriately and using feedback to learn and improve. Your experience, insight and ideas help shape the future of NHS Grampian.

Whatever the issue, and whichever route you choose, please know that your voice matters and that we want to hear it.

8 Ways We Listen

If we learn or see things that worry us, they should be raised as soon as possible...



Colleagues & Line Managers 1

- Challenging unsafe practice or wrongdoing as it happens.
- Talking to your line manager or someone more senior as soon as possible.
- Using incident or adverse event reporting systems.

HR Hub 2

Concerns about other staff or your own employment situation or treatment should be raised to the HR Hub who can offer staff confidential support and expert advice by emailing: **gram.hr@nhs.scot** or calling **01224 552888**.

Quality Safety & Risk 3

Your experience and insight can help make care safer. If you identify a risk, a patient safety concern or an opportunity to improve care, please raise it at the earliest opportunity.

You do not need to wait until something goes wrong. Speaking up helps concerns to be identified, acted upon and learned from.

Please speak with your line manager, local clinical governance lead, or a Confidential Contact/Speak Up Ambassador.

Confidential Contacts & Speak Up Ambassadors 4

If approaching a line manager would be difficult, and you want to talk to someone confidentially NHS Grampian has a network of Speak Up Ambassadors who can offer support on a range of concerns including bullying and harassment.

Speak Up Ambassadors are trained to help colleagues and/or signpost further support, without telling them what to do.

You can request contact at **gram.whistleblowing@nhs.scot**

Counterfraud 5

If you suspect fraud in NHS Scotland you can report it in the following ways:

- Your Line Manager or an HR Manager
- Counter Fraud Champion - Steven Lindsay
- Fraud Liaison Officer - Julie Anderson on via email: **julie.anderson24@nhs.scot**
- Security Officers on **01224 552 945**
- Anonymously to NHS Counter Fraud Services on **08000 15 16 28** or online via their website.

Whistleblowing 6

Bert Donald is NHS Grampian's Independent Whistleblowing Champion (a position recruited by and directly accountable to the Scottish Government). Other Whistleblowing roles include Whistleblowing Executive Lead Shantini Paranjothy and a Whistleblowing Operational Lead and Whistleblowing Coordinator.

All are contactable confidentially by emailing: **gram.whistleblowing.co.uk**

Employee Director & Unions 7

Steven Lindsay is our Employee Director. Steven can be contacted via email:

steven.lindsay@nhs.scot

NHS Grampian recognises a number of Trade Unions and Professional Organisations. These can be found on the Partnership pages of NHS Grampian's Intranet.

Independent National Whistleblowing Officer (INWO) 8

There is an INWO advice line which can provide information and help with raising Whistleblowing concerns.

To contact the INWO

Email: **inwo@spso.gov.scot**

Call: **0800 008 6112**