



Speak Up Week is here! Natalie Smith, Interim Director of HR and OD launches the week and new Speak Up guide

Today marks the start of Speak Up Week, where we join NHS Boards across Scotland in highlighting the importance of staff voice, psychological safety and speaking up.

Speaking up means colleagues feel free to raise concerns, challenge inappropriate behaviour, speak up when they experience or witness discrimination, bullying or harassment, suggest improvements and seek support when something just does not feel right.

To launch the week, we share this message from Natalie Smith, Interim Director of Human Resources and Organisational Development:

<https://vimeo.com/1229442764/f7c2340118?share=copy>



Read a transcript of Natalie's message below:

At NHSGGC, we want everyone to feel confident speaking up when something could be improved, when something doesn't feel right, or when they need help and support.

Speaking up is one of the ways we learn and improve as an organisation. It helps us understand what's working well. It helps us identify challenges. Most importantly, it helps us create better experiences for patients, the people who use our services, and our staff.

This week is about much more than policies and processes. It is about creating a culture where people feel safe to speak up, listened to when they do, and confident that concerns and feedback will be taken seriously.

It is about creating environments where people feel respected, included and able to share their views, experiences and ideas.

Whether you want to raise a concern, seek advice, challenge inappropriate behaviour, share feedback or suggest an improvement, support is available and your voice matters.

As part of Speak Up Week, we are relaunching our Speak Up guide, bringing together information on the different ways staff can raise concerns, access support and make their voices heard. I would encourage everyone to take a few minutes to explore the guide by searching Staffnet for Speak Up.

Throughout the week, you'll also hear from our Confidential Contacts, Board Whistleblowing Champion and Employee Director, as well as having the opportunity to take part in webinars on whistleblowing, sexual harassment and psychological safety.

Every voice matters. Every conversation is an opportunity to learn and improve.

Thank you for everything you do for our patients, our communities and each other. I hope you find Speak Up Week informative, useful and inspiring.

What happens when you speak up? We hear about Confidential Contacts as part of Speak Up Week

One of the most common questions Confidential Contacts hear is:

"What happens if I raise a concern?"

For some people, uncertainty about the process can make it harder to speak up.

That is completely understandable.

Many concerns can be resolved through normal management discussions, HR processes, partnership working or local support arrangements. Sometimes colleagues need help understanding which route is most appropriate.

That is where Confidential Contacts can help.

They provide a confidential opportunity for staff to talk through concerns, explore the options available and understand possible next steps.

The role of a Confidential Contact is not to investigate concerns or make decisions. Their role is to listen, provide information and help colleagues access the right support.

Speaking up isn't always easy, but you don't need to navigate concerns on your own.

Whether your concern relates to workplace culture, patient care, inappropriate behaviour, discrimination, harassment or another issue, there are people who can help.

This Speak Up Week we're launching updated resources that explain the different support routes available to staff and the role Confidential Contacts can play.

You can [find a full list of Confidential Contacts on our webpage](#) so that support is always available when you need it.

Mandy Crawford | Corporate Services Manager Complaints & Public Affairs,
Whistleblowing Lead

Why does speaking up matter? We hear from Board Whistleblowing Champion Brian Auld as part of Speak Up Week

As part of Speak Up Week, we caught up with Brian Auld, NHSGGC's Board Whistleblowing Champion, to talk about why speaking up is so important:

<https://vimeo.com/1229442863/e34c1b3b09?share=copy>



In this short video message, Brian talks about how speaking up helps us identify risks, strengthen processes and improve services for patients and staff.

He also advises staff that if something doesn't feel right, if you see an opportunity for improvement, or if you need advice about a concern, to please seek support.

You can find information on Speak Up and associated support on [the NHSGGC website](#).

You can find a transcript of Brian's message below:

As NHSGGC's Board Whistleblowing Champion, my role is to provide independent oversight and assurance that concerns raised under the National Whistleblowing Standards are handled appropriately.

One thing has become very clear to me. Organisations improve when people feel able to speak up.

Some of the most important improvements we make come from staff sharing concerns, experiences and insights that might otherwise go unheard.

Speaking up helps us identify risks, strengthen processes and improve services for patients and staff.

This year marks five years since implementation of the National Whistleblowing Standards in NHS Scotland.

The Standards have helped strengthen the arrangements that support staff to raise concerns. However, creating a genuine speak up culture depends on more than policies and procedures.

It depends on trust. It depends on leaders who listen. It depends on teams where people feel psychologically safe. It depends on a willingness to learn and improve.

If something doesn't feel right, if you see an opportunity for improvement, or if you need advice about a concern, please seek support.

Your voice matters. And what you tell us can help make NHSGGC better for everyone.

Speaking up, being heard and taking action – we hear from Employee Director Ann Cameron-Burns as part of Speak Up Week

Speak Up Week gives us an opportunity to reflect on the culture we want to create across NHSGGC.

As Employee Director and Co-Chair of the Area Partnership Forum, I work closely with trade unions, professional organisations, managers and Board colleagues to ensure staff voices help shape decisions across our organisation.

At its heart, partnership working is about listening.

It is about recognising that colleagues closest to the work often have the best understanding of what is working well, where challenges exist and what improvements might make the greatest difference.

When staff feel able to raise concerns, share experiences and challenge constructively, organisations learn and improve.

Trade unions and professional organisations play an important role in supporting that culture. They support staff to raise concerns, seek advice and navigate difficult situations. They also ensure staff experience influences policy development, workforce planning and organisational improvement.

A culture where people feel safe to speak up is also a more inclusive culture.

It helps us understand the experiences of colleagues from different backgrounds, identify barriers and inequalities, challenge inappropriate behaviour and ensure all voices are heard.

This is particularly important when addressing issues such as discrimination, racism, bullying and harassment, where speaking up can help drive meaningful change.

You can find out more about how to join a trade union and the work for the Employee Director's Office on HR Connect.

Whether concerns are raised through management, a trade union representative, a Confidential Contact or another support route, the most important thing is that staff feel able to use the support available.

Thank you to everyone who contributes to building that culture across NHSGGC.

Ann Cameron-Burns | Employee Director