

Freedom to Speak Up Guardian



My name is David Heath, I am a non-executive director on the Governing Body of Somerset CCG and one of our Freedom to Speak up Guardians.

That means I'm not a clinician, but a lay person, and my role is to hold our Executives to account.

I have a particular role in engagement and I chair the Primary Care Committee, which supports accountability towards our responsibilities for primary care commissioning.

If you have a question or concern that you would like to share you can contact me by email, Microsoft Teams, phone, or in person as well.

What is a Freedom to Speak Up Guardian?

Everyone within our organisation or working in primary care in Somerset must have the opportunity to have their voice heard.

If you believe that something isn't functioning as it should, or have seen or heard something that needs to stop happening, you can raise this through a Freedom to Speak Up Guardian.

Why is it important for us?

We want to make sure we deliver a good experience for you, for our patients and for our service users.

We need to ensure that things are working well, that we are a Better Place to Work and that we are delivering high quality services and always working to be the best that we can be.

What could I speak to you about?

It could be anything. Such as...

- Organisational, where something isn't working as it should be
- Personal concern, e.g you think someone is struggling or being bullied
- A bright idea that you think we should consider to benefit the organisation

Topics don't need to be negative. Serious concerns will be escalated for action, more straightforward concerns may just require a quiet word.