

Freedom to Speak Up Guardian



My name is Jayne Chidgey-Clark, I am a non executive director on the Governing Body of Somerset CCG, a staff champion, and one of our Freedom to Speak up Guardians.

I hold the role of Registered Nurse on the Governing Body and, with my other non-executive colleagues, have a role in holding our Executive Directors to account.

I have a particular role in quality and patient safety and I chair the Patient Safety and Quality Committee and I am the Vice Chair of the Audit Committee.

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

What is a Freedom to Speak Up Guardian?

We support people to speak up at work in the NHS when they feel they are unable to do so by other routes.

Speaking up is only effective if 'listening up' occurs. Therefore they ensure that people who speak up are thanked, that the issues they raise are responded to, and make sure that the person speaking up receives feedback on the actions taken.

Why is it important for us?

Speaking up protects patient safety, improves quality and improves the lives of workers.

We want to ensure that we have a culture of openness and learning and striving for the best quality of care in Somerset and in all the care we commission, including primary care.

What could I speak to you about?

Please raise any issues that concern you e.g.:

- Raising a concern or whistle-blowing
- Make a complaint or make a disclosure
- Raise a concern about bullying culture
- Offer a suggestion for improvement

Topics don't always need to be negative. Serious concerns will be escalated for action, more straightforward concerns may require a quiet word or be redirected. If you are not sure where it should go, **talk to us.**