



Moorfields
Eye Hospital
NHS Foundation Trust



Agenda item 11
Freedom to Speak Improvement
Delivery Plan
Board of directors
28 September 2023



Report title	Freedom to Speak up improvement delivery plan
Report from	Ian Tombleson, director of quality and safety
Prepared by	Ian Tombleson, director of quality and safety
Link to strategic objectives	Freedom to speak up links to all the strategic objectives and underpins our core values of Excellence, Equity and Kindness

Executive summary							
This paper provides an overview of Moorfields plans for a new improved FTSU model, including implementation and communications plans.							
Quality implications							
Freedom to speak up (FTSU) is vitally important to the delivery of safe, excellent, equitable and kind care for our patients and our staff. A more open culture encouraging learning and improvement leads to safer care and treatment, improved patient experience and greater staff satisfaction and performance. We must support our staff to feel confident to speak up, to feel that speaking up will result in change and to feel that speaking up will not result in disadvantage.							
Financial implications							
Resources requirements have been confirmed and funded by the Management Executive.							
Risk implications							
Organisations should have a culture where staff feel able to voice their concerns safely. Not having this culture can create potential impacts on patient safety, clinical effectiveness and patient and staff experience, as well as possible reputational risks and regulatory impact.							
Action required							
The Board is invited to note the contents of this report.							
For assurance	X	For decision		For discussion		To note	X