



Moorfields  
Eye Hospital  
NHS Foundation Trust



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



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

<b>Executive summary</b>							
This paper provides an overview of Moorfields plans for a new improved FTSU model, including implementation and communications plans.							
<b>Quality implications</b>							
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.							
<b>Financial implications</b>							
Resources requirements have been confirmed and funded by the Management Executive.							
<b>Risk implications</b>							
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.							
<b>Action required</b>							
The Board is invited to note the contents of this report.							
<b>For assurance</b>	<b>X</b>	<b>For decision</b>		<b>For discussion</b>		<b>To note</b>	<b>X</b>