

How to use the SPEAK UP Model

The **SPEAK UP model** is designed to help **HCPC students** learn how to speak up effectively and understand when it's necessary to raise concerns. It promotes clear, constructive action tailored to different situations – all in line with HCPC professional standards.

S

Spot the concern

Notice when something doesn't seem right – including risks to patient safety, poor clinical practice, unprofessional behaviour or breaches in standards. Trust your instincts and stay alert to early warning signs. Small issues, if ignored, can escalate into serious problems. Recognising concerns early is the first step in protecting those we care for.

P

Prepare how and what to say

Think before you speak. Stay calm, focus on what you've seen or heard, and separate facts from feelings. Plan what you want to say or have said on your behalf. Consider the outcome you're aiming for and how best to achieve it. Choose a trusted person or route that feels right for you to raise the concern. Being prepared builds confidence and clarity.

E

Express yourself constructively

Use respectful, non-confrontational language that focuses on safety and standards. Phrases like "I noticed..." or "I'm concerned that..." help frame your concern factually and professionally. Avoid blame – keep your message focused on the issue, not the individual. Always maintain patient and colleague confidentiality when speaking up.

A

Act according to HCPC standards

Follow the HCPC Standards of Conduct, Performance and Ethics, especially Standard 7 (raise concerns) and Standard 8 (be open). These include the duty of candour – a legal and ethical requirement to be honest when things go wrong, offer an apology, and support learning. Speaking up is not just a choice – it's your professional and legal duty.

K

Know your escalation route and support

If the issue isn't resolved, escalate it through the appropriate channels. Don't handle it alone – speak to someone you trust, such as a tutor, supervisor, or safeguarding lead. Barriers like fear or uncertainty are common – recognising them is important, and support is available to help you overcome them and speak up safely and confidently.