



Speaking Up for Safety: Confidence, Clarity and Constructive Action



Icebreaker

On a scale of 1-5, how confident do you feel about raising concerns?



1

Not
confident
at all

2

Slightly
confident

3

Moderately
confident

4

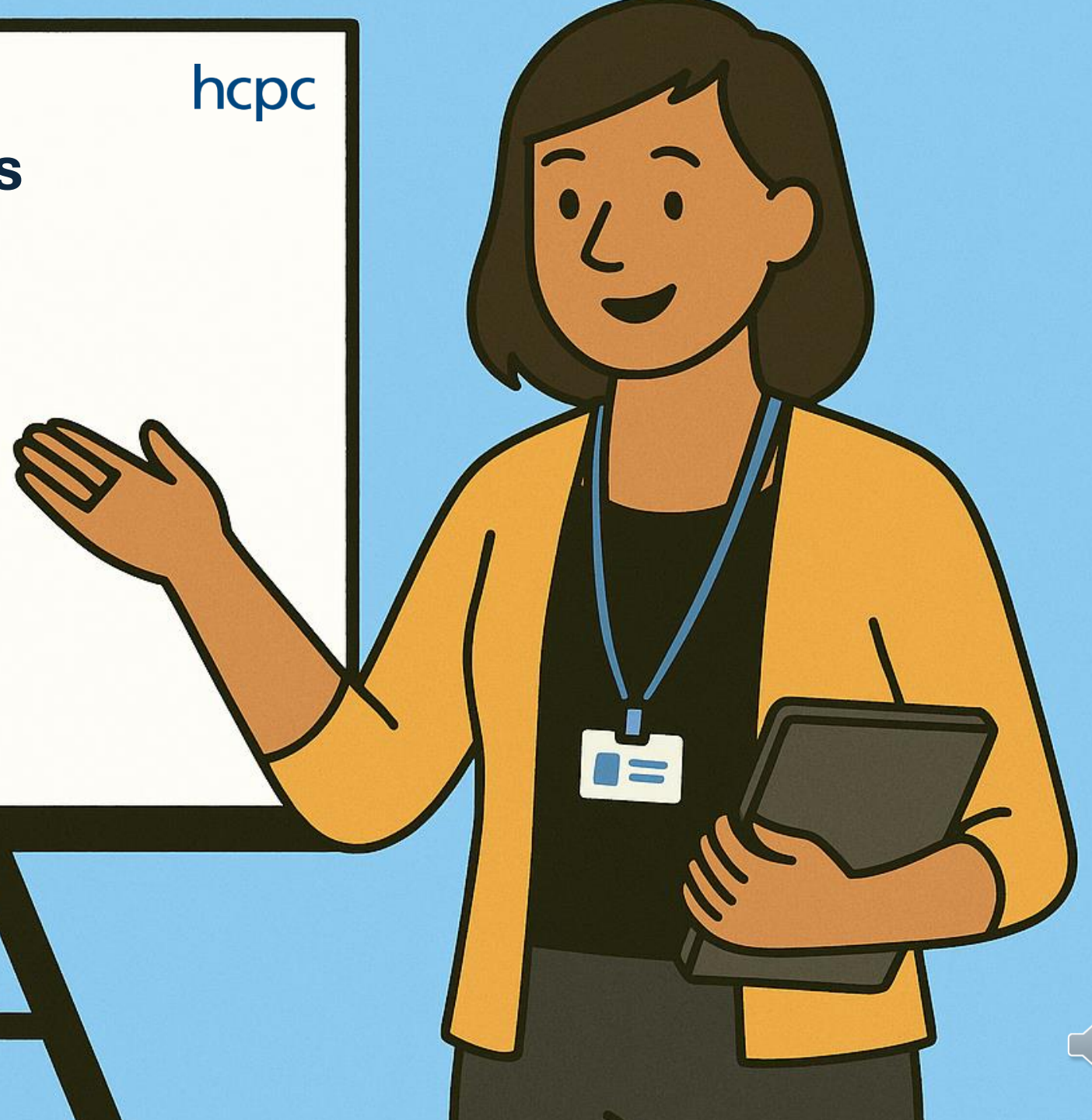
Confident

5

Very
confident



- **Protecting patients**
- **Supporting colleagues**
- **Meeting our HCPC responsibilities**



LEARNING OBJECTIVES



up.



LEARNING OBJECTIVES

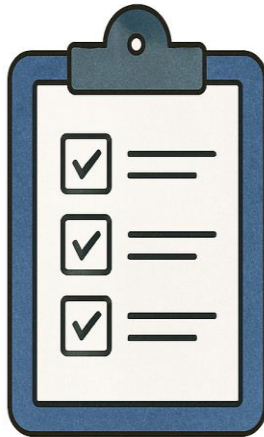


Explain why raising concerns is essential for HCPC registrants.

up.



LEARNING OBJECTIVES

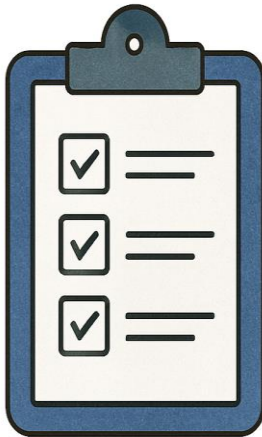


Explain why raising concerns is essential for HCPC registrants.

Learn to use a practical and constructive approach to speak up.



LEARNING OBJECTIVES



Explain why raising concerns is essential for HCPC registrants.

Learn to use a practical and constructive approach to speak up.

Adapt your approach depending on the situation.





The Professional Duty: HCPC standards

7.6

You must follow up concerns you
have reported and if necessary,
escalate them.



Why it matters?



A student noticed a colleague reusing single-use equipment. They reported it early to their supervising lead and an infection risk was prevented.

Speaking up isn't about blame — it's about preventing harm.


REFLECT:

**Talk in pairs:
What makes it harder
— or easier — to raise a
concern?**





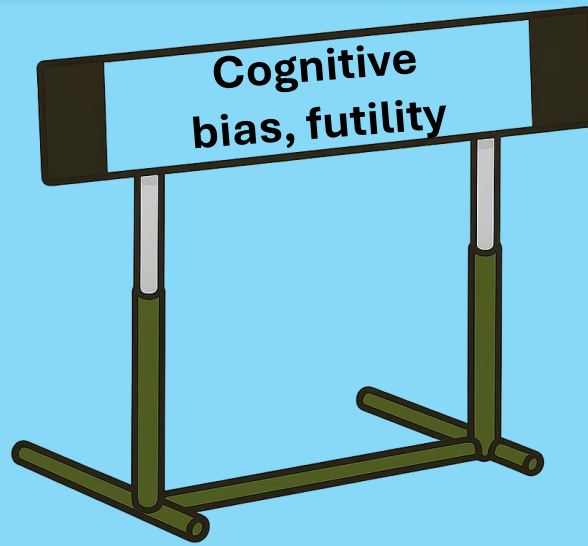
Opportunities



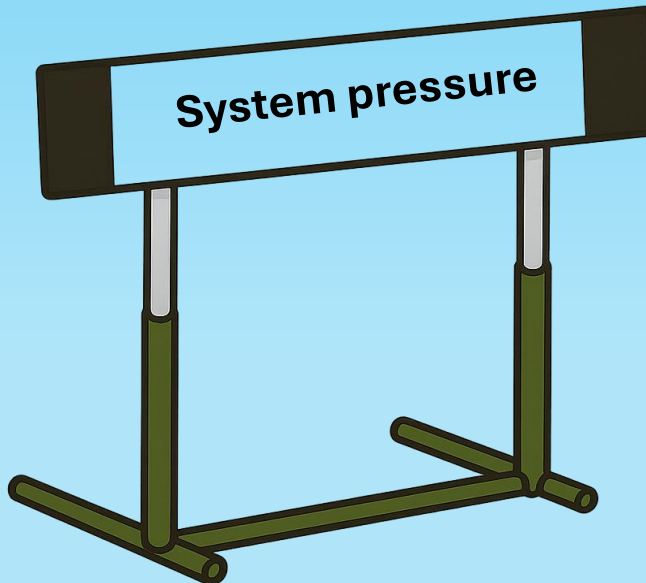
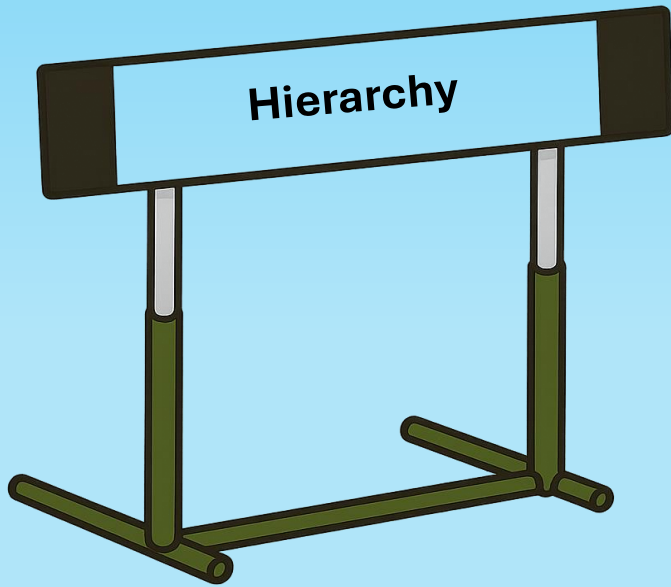
Positive role
models

Clear
understanding
of process

Focus on
shared goals

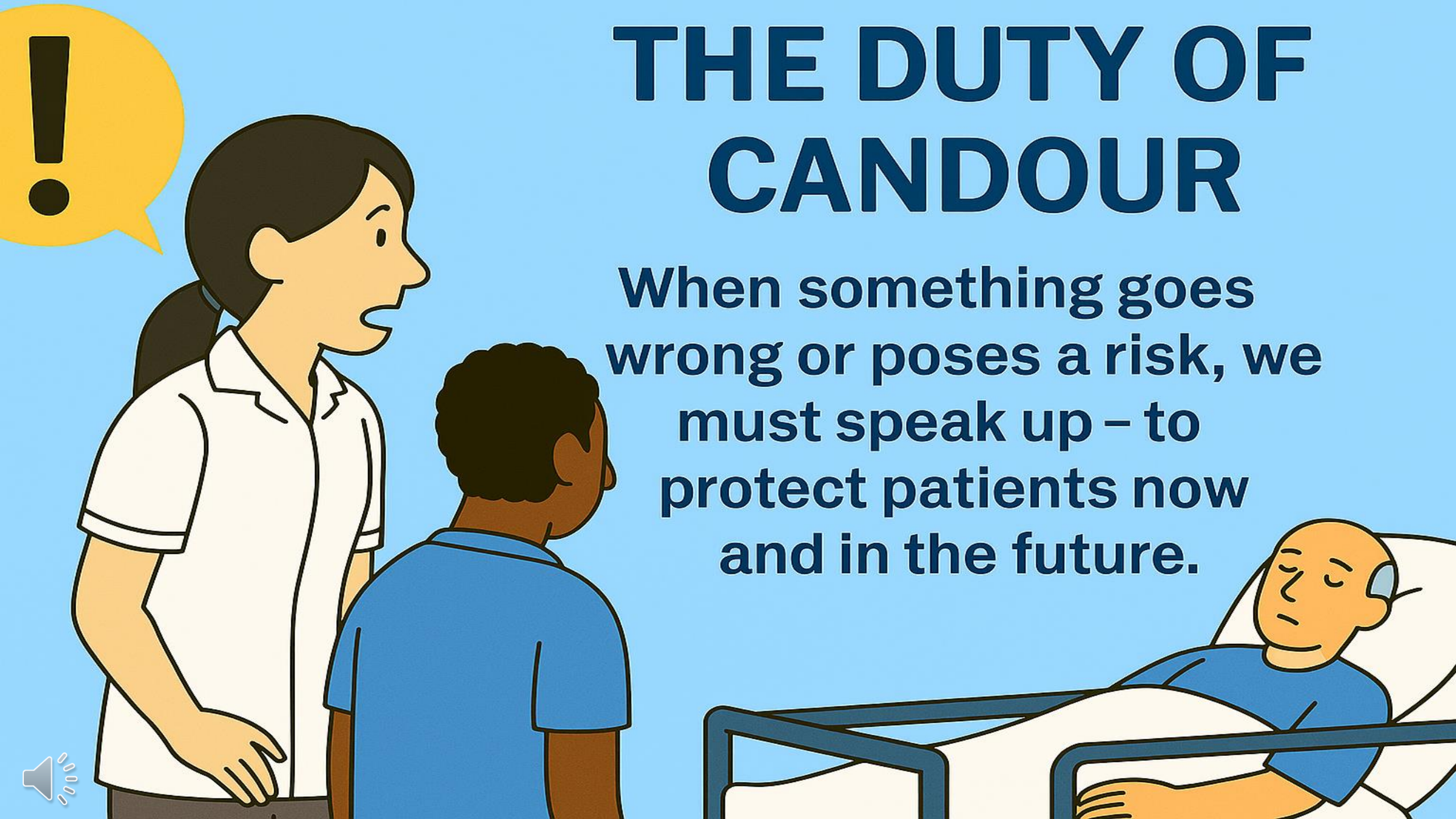


Barriers for raising a concern



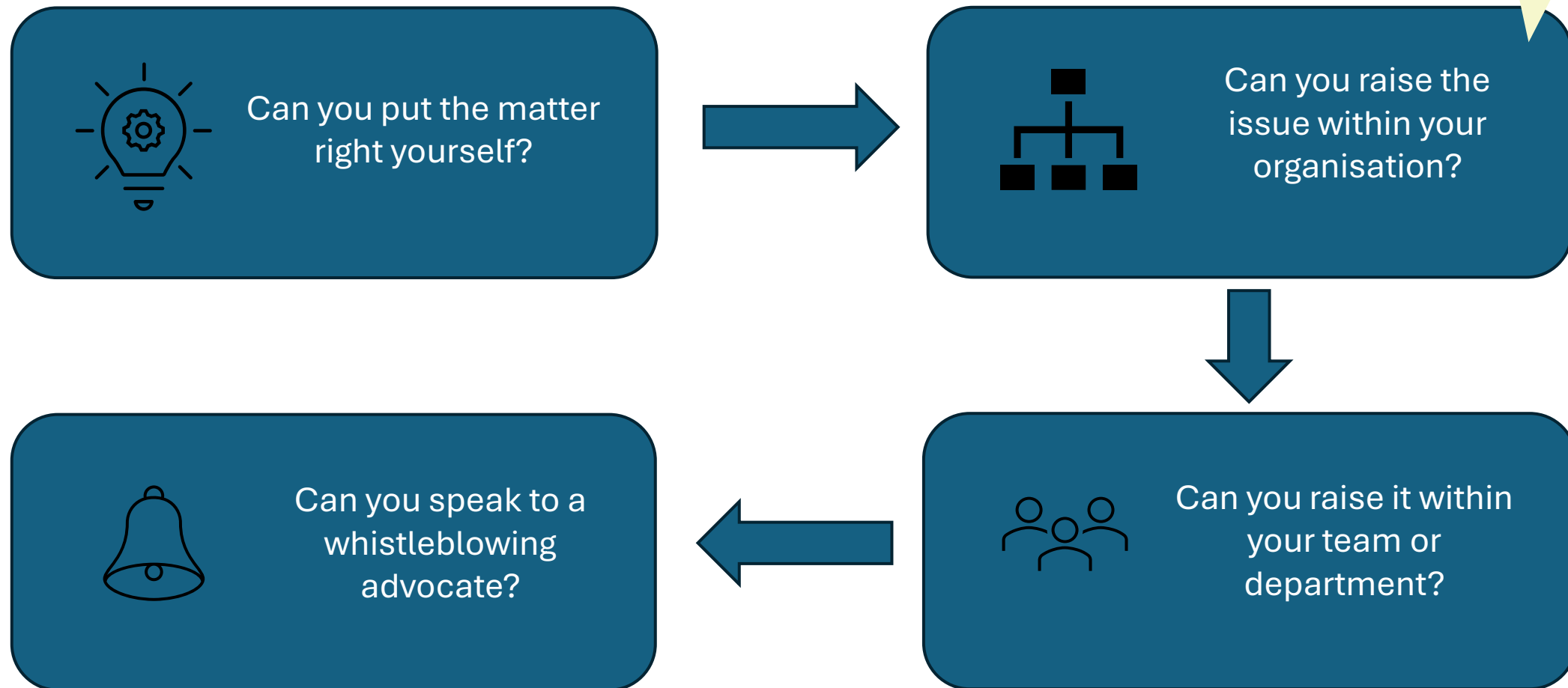
THE DUTY OF CANDOUR

When something goes wrong or poses a risk, we must speak up – to protect patients now and in the future.



How to raise and act on a concern?

Remember to keep a record of all actions and concerns.



If the answer is **NO** and the issue is still not resolved seek independent advice, support and report your concerns.

Get advice or report your concerns: **HCPC Helpline: 0800 328 4218 | Protect: 020 3117 2520**



**Can you raise the
concern yourself?
SPEAK process**



hcpc



Can you raise the
concern yourself?
SPEAK process



hcpc

SEE IT

What did I see?
How do I feel?
Comfortable?
Avoiding assumptions?



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hcpc

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Is this a good opportunity to have this conversation?
Right moment? Right place?
What should've been the right approach?



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Compassion
Is my colleague ready to hear this?
How do you feel after what you have seen?



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"Are you okay?"
"If you don't mind me asking, what were you trying to do?"
"What could you do differently?"



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KEY POINTS

Summarise
Can they put things right?
Can you support them?



What legislation is in place to protect me?

The Public Interest Disclosure Act (1998) protects people who raise genuine concerns about wrongdoing or malpractice in the workplace, when they act in the public interest.

Section 17 of the Enterprise and Regulatory Reform Act 2013 makes it clear that whistleblowing must be 'in the public interest' to offer protection.



Adapting your Approach

What would you do?

START QUIZ



Scenario 1

**You notice that a senior colleague has set up an IV drip at the wrong rate for a patient. The patient is at risk if this continues.
What do you do first?**

A. Double-check the prescription, correct it if needed, then inform the colleague and record your actions.

B. Wait until after the round and raise it with your supervisor.

C. Quietly correct it yourself and make a note in the patient's record.



Immediate safety risks require urgent action but still follow verification steps before intervening to avoid assumptions.

Scenario 2

During a ward round, you observe a colleague making inappropriate jokes about a patient within earshot of other staff.

The patient doesn't appear to hear.

What is the best initial approach?

A. Speak up in the moment and tell them it's unprofessional.

B. Make a mental note and mention it to your supervisor during your next one-to-one.

C. Have a private, respectful conversation with the colleague to highlight your concern, then escalate if it continues.



Not all concerns need instant escalation; choose the approach proportionate to the impact and risk.



Scenario 3

A patient tells you they sometimes go hungry at home because their carer forgets to feed them. They seem hesitant to give details.

What should you do?

A. Document your concern and raise it in the next multidisciplinary team meeting.

B. Explore gently for more details, explain your duty to share safeguarding concerns, and follow local safeguarding procedures.

C. Call social services directly. Then speak to someone senior in your team.

Protecting the person is the priority, but you should follow appropriate channels and maintain trust where possible.



**KEY
TAKEAWAYS:**
speaking up
for safety



Why it is important?

- Protects patient safety & wellbeing.
- Builds trust and a culture of openness.



Constructive approaches

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ASK	"Are you okay?" "If you don't mind me asking, what were you trying to do?" "What could you do differently?"
KEY POINTS	Summarise Can they put things right? Can you support them?

- **SPEAK**
HCPC helpline



Adapting your approach

- Urgent risk → act immediately, escalate.
- Ongoing/sensitive → address privately, document, escalate if needed.



Standards that guide us:

- HCPC Standard 7
- Duty of Candour – Be open, honest, and act when risks arise.



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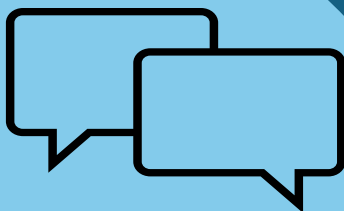
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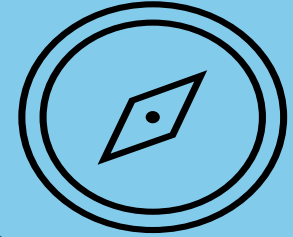
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