



Leicestershire & Rutland Local Dental Committee

Freedom to Speak Up in Dental Practices - Webinar 11 November 2020

Speaking up can protect patient safety
and improve the lives of practice staff

LDC Freedom to Speak Up 'Toolkit'

1. the basics

- adopt a practice policy – *simple, clear, readable*
- make staff aware – *notices, posters, 'wallet cards'*
- appoint a practice 'FSU Lead' – *to promote the process*
- *identify practice FSU Guardian(s)*

2. the culture

- promote a 'freedom to speak' culture – *encouragement, trust, awareness*
- share with the whole team – *every member of staff*
- team meetings – *regular 'slots' for practice FSU Lead*

3. team meetings (*i - proactive*)

- invite members to 'speak up'

- review cases, lessons learnt, changes introduced
- record cases & actions proposed
- provide initial feedback to individuals
- invite initial feedback from individuals

4. team meetings (*ii - reactive*)

- review action taken
- recognition of valuable 'speak-ups'
- publicising 'good ideas'
- provide/receive post-action feedback

5. team meetings – the principles

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| • listen | • record |
| • understand | • review |
| • investigate | • provide feedback |
| • establish facts | • learn & share |
| • decide action | • update records |