



Our ref: OQ61675

Natasha Asghar MS

Natasha.Asghar@senedd.wales

21 October 2024

Dear Natasha

I am writing to you further to your oral question in the Senedd to the First Minister on 8 October regarding NHS staff receiving adequate pastoral support.

As the First Minister advised in her answer, the Speaking up Safely Framework [NHS Wales speaking up safely framework | GOV.WALES](#) is designed to support all staff, including agency workers, in raising concerns safely and confidently. It also outlines the responsibilities of organisations, managers, and individual staff members in creating a culture that encourages speaking up and ensures appropriate responses to any concerns raised.

Raising a concern is a brave thing to do and we must support staff to feel confident to speak up and assured that they will not suffer any detriment as a result of voicing their concerns. It was disappointing to hear that your constituent did not have this experience. I would suggest in the first instance, if not already done so, your constituent raises her concern using the guidance contained in the Speaking up Safely Framework.

If your constituent has exhausted the Speaking up Safely procedure, I would advise they contact their local Workforce and OD team for more information on how to escalate their concern. I would also suggest, if they have not already done so, they discuss their concerns with their local trade union representative if they have one.

For further advice and support in raising a concern, your constituent can contact the charity Protect on 020 3117 2520, or by email at whistle@protect-advice.org.uk. They can provide advice on how to go about raising a matter of concern in the appropriate way at <https://protect-advice.org.uk>.

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1SN

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

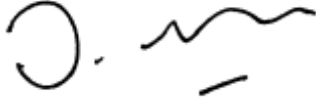
Gohebiaeth.Jeremy.Miles@llyw.cymru
Correspondence.Jeremy.Miles@gov.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

If your constituent requires additional support the CALL helpline offers emotional support and information/literature about mental health and related matters. Their contact details can be found here: [C.A.L.L. Mental Health Helpline - Community Advice and Listening Line \(callhelpline.org.uk\)](http://callhelpline.org.uk)

Yours sincerely,

A handwritten signature in black ink, consisting of a large 'J' followed by a series of loops and a horizontal line.

Jeremy Miles AS/MS

Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol
Cabinet Secretary for Health and Social Care