

**Audit Committee 17<sup>th</sup> April 2018**

**Freedom to Speak Up Guardian Report**

<b>Report Prepared By:</b>	<b>Terri Vaselli</b>	
<b>Contact Details:</b>	<b>01253 951185 terri.vaselli@nhs.net</b>	
<b>Date of Report:</b>	<b>09.04.2018</b>	
<b>Purpose of Report:</b>		
<p>Final Quarter 2017/2018 Freedom to Speak Up Guardian</p> <p>The report is the third report by Terri Vaselli, Freedom to Speak Up Guardian and summarises the number and nature of concerns being raised to the Service, the development of the role over the last three months and the impact it has had within the organisation.</p>		
1 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
<b>For information</b>	<b>For Discussion</b>	<b>For Approval</b>
<b>Recommendations:</b>		
<ul style="list-style-type: none"> <li>▪ We scope the possibility of the FTSUG Service being rolled out to PCCs to cover GPs, Dentistry and Pharmacy as per NHS England. This could give us the opportunity to extend the FTSUG role here at BTHs and offer the Service to our primary care colleagues which may be <b>financially beneficial to the Trust.</b></li> <li>▪ Consideration to increase the Guardian's hours from 22.5 to 30 hours weekly to accommodate the large increase in Service needs and allow the Guardian to reach more staff through inductions and other training days. An increase in hours would also allow time to visit the wider community to ensure that all colleagues have the knowledge on how to raise a concern outside their usual management structure if necessary.</li> </ul>		
<b>Sensitivity Level:</b>		
1 <input checked="" type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
<b>Not sensitive: For immediate publication</b>	<b>Sensitive in part: Consider redaction prior to release</b>	<b>Wholly sensitive: Consider applicable exemption</b>

## Networks

- The Guardian attended the National Guardians' Conference in London on March 6<sup>th</sup> 2018 to learn from other Guardians (best practise shared) and Trusts and to receive advice, updates and guidance from the National Guardian's Office. Speakers included Michael West from the King's Fund, Jeremy Hunt MP, Sir David Behan CQC and Simon Stevens from NHS England.

The NGO officially continues to carry out case reviews to look into cases which have been referred to them where it appears there is evidence that a NHS Trust has not appropriately responded to a concern raised through the FTSUG Service. Their reports can be read in full via their website.

Terri Vaselli continues to promote 'networking' with other Trusts both regionally and nationally and to share good practise.

The FTSUG continues to train Champions across the Trust and Community to widen the 'FTSUG Service'. Another Champion Training Day took place on March 19<sup>th</sup> 2018 welcoming 3 more Champions to our team and although the attendance was poor (several non-attenders), we now have 15 Champions trained and their details and photos will be detailed within the FTSUG Section of the Trust's intranet page and App. Our champions undertake a variety of roles including ALHP, Biomedical Scientists, Admin and Nurses Colleagues and a Consultant Paediatrician. Our champion colleagues work both here at BVH, in our Community (South vicinity) and also in our Northern Territories.

### Promoting the FTSUG Service

The Guardian continues to Present and promote the FTSUG Service across the Trust both at BVH and Community Sites. Where possible, the Guardian attends the Trust's induction programme, New Managers', FY1 and FY2 Trainee programmes. Inviting Champions to present at these events in the absence of the guardian allows the Service to continue to be presented.

Unfortunately during this quarter the Guardian has done some very limited visits to wards and departments (due to workload) to hand out leaflets and posters and chat to colleagues about any concerns they may have.

Another *Moot* session took place in December to allow Champions to network, support each other and share good practise so we can learn how to deal with new concerns coming into the Service and to ensure that we are working collaboratively and in a standardised way. Champions volunteered to present at 'inductions' in the absence of the Guardian to ensure that the Service continues to get promoted.

We also plan to utilise the mezzanine again later in the year to promote the Service further here at BTH and to visit PCCs across the community to ensure our community colleagues are given information about the FTSUG Service too.

Colleagues have used the Trust's App to raise concerns anonymously and although all concerns are welcomed and acted upon, it is not possible to give feedback or send evaluation forms to those colleagues choosing to raise concerns anonymously.

A *Responding to Concerns and How to Handle Them* manual for managers has now been finalised and is available for Managers to read on the intranet within the FTSUG section. It is also handed out to managers on the 'Managers Training Day'. The aim of the manual is to empower managers in dealing with concerns and give them some tips and support in responding to concerns which come their way.

The Trust's Handbook has been updated to include some information about the FTSUG Service.

## Audits

The Trust submits an audit each quarter to the NGO and will report 23 concerns for Quarter 4 2018. Evaluation forms are sent to '*concernees*' at the conclusion of each concern and these are evaluated to ensure that the Service can continue to strive and support colleagues in a positive way. The uptake to return the evaluation forms is less than the Guardian would hope for but is in line with other Trusts regionally in that a low uptake is experienced by other Trusts too.

The NGO issued their Annual Report which shows that there are now in excess of 500 Guardians working in NHS Hospitals covering 10 regions across England. Collectively they have received 3974 concerns in the last year of which 1009 related directly to patient safety and quality of care.

**Freedom of Information** – The Guardian has seen an increase in FOIR regarding details about concerns being raised, types of concerns, who has raised them and how they have been evaluated. An increase in these requests have been reported nationally too.

**Concerns Raised**

Including Quarter 4 this year (23) and since the role of the FTSUG has been promoted throughout the Trust, **49** concerns have been raised showing an increase each quarter. These have come from a variety of colleagues and include concerns about attitudes and behaviour, staffing levels, policies and procedures not being adhered to, quality and safety, patient experience, performance capability and service change with many concerns covering more than one theme.

The NGO publishes the data collected and we will be evaluating this data to see how BTHs sits with other comparable Trusts over the coming year.

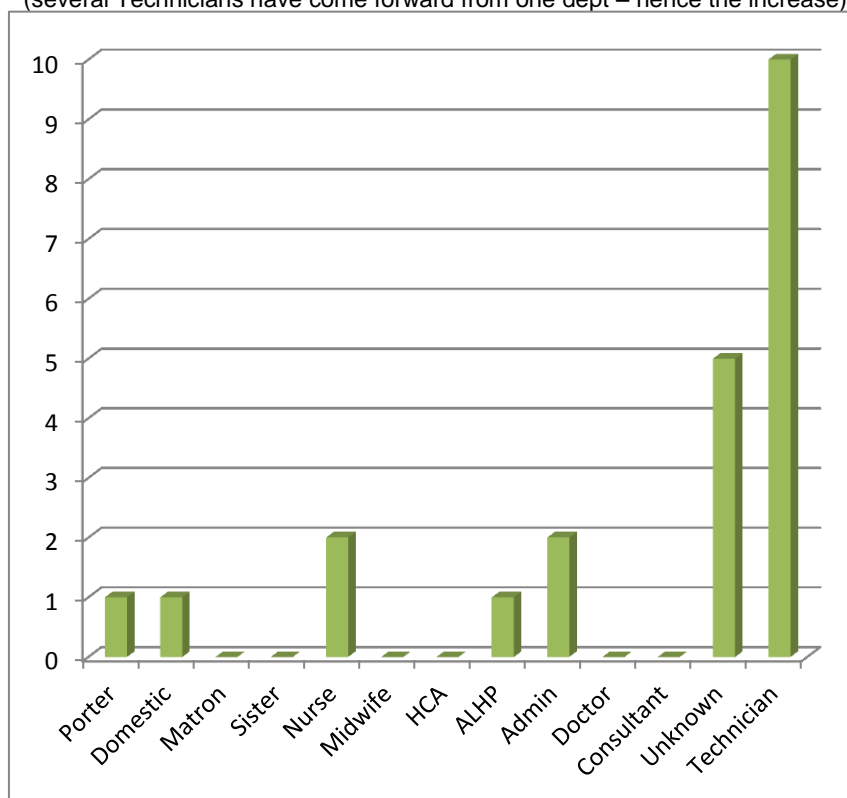
**Challenges**

Some concerns are still taking a long time to investigate (currently two concerns from Q2 – 8 months are still ongoing and several concerns from Q3). The Guardian would like to see processes speeded up as the effect on colleagues’ wellbeing has a negative impact which often extends periods of sickness absences.

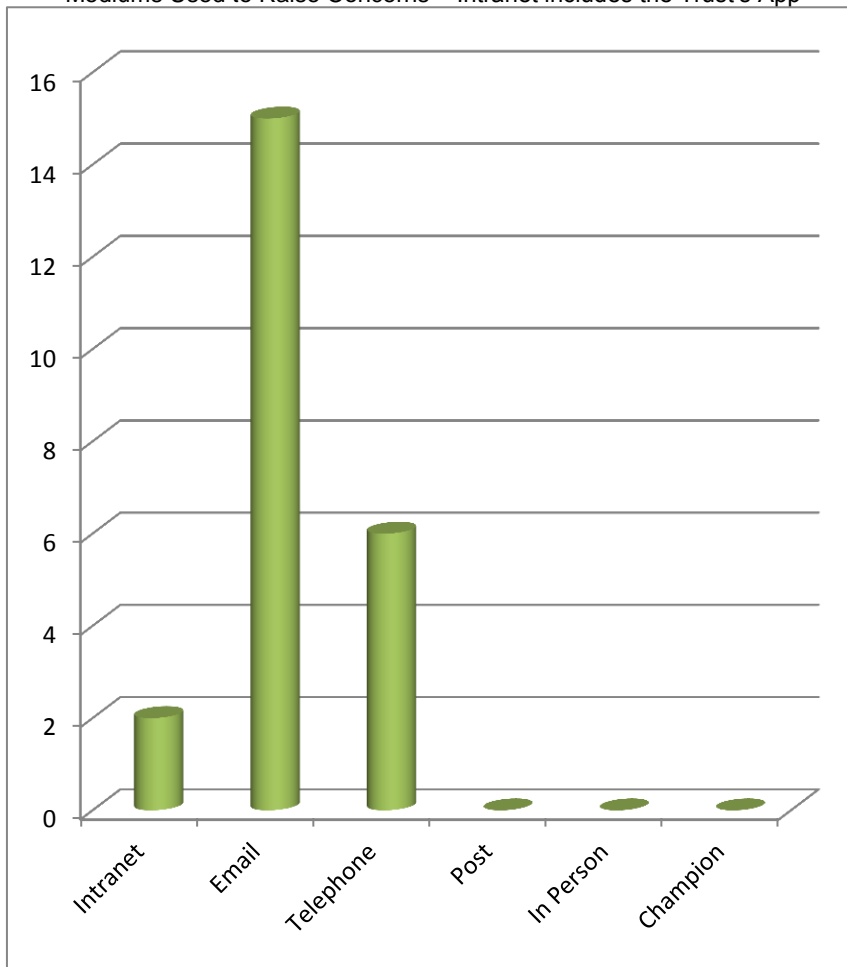
**GAP – Great Audacious Plan – 2 unchanged from Q3 as not yet actioned!**

- The Guardian would like to promote the role of the Champions across the Trust as although we now have 15 Champions trained, colleagues tend to seek the FTSU Service support direct from the Guardian rather than going to Champions within their Divisions.
- Recommendations that the FTSUG Service is rolled out into PCCs nationally from September 2017 gives us the opportunity to extend the FTSUG role here at BTHs and offer the Service to our primary care colleagues which may be financially beneficial to the Trust. Sharon Adams will forward contact information to the Guardian to pursue over the forthcoming quarter.
- Consideration to increase the Guardian’s hours from 22.5 to 30 hours weekly is requested to accommodate the increase in Service needs and allow the Guardian to reach more staff through inductions and other training days. An increase in hours would also allow time to visit the wider community to ensure that all colleagues have the knowledge on how to raise a concern outside their usual management structure if necessary.

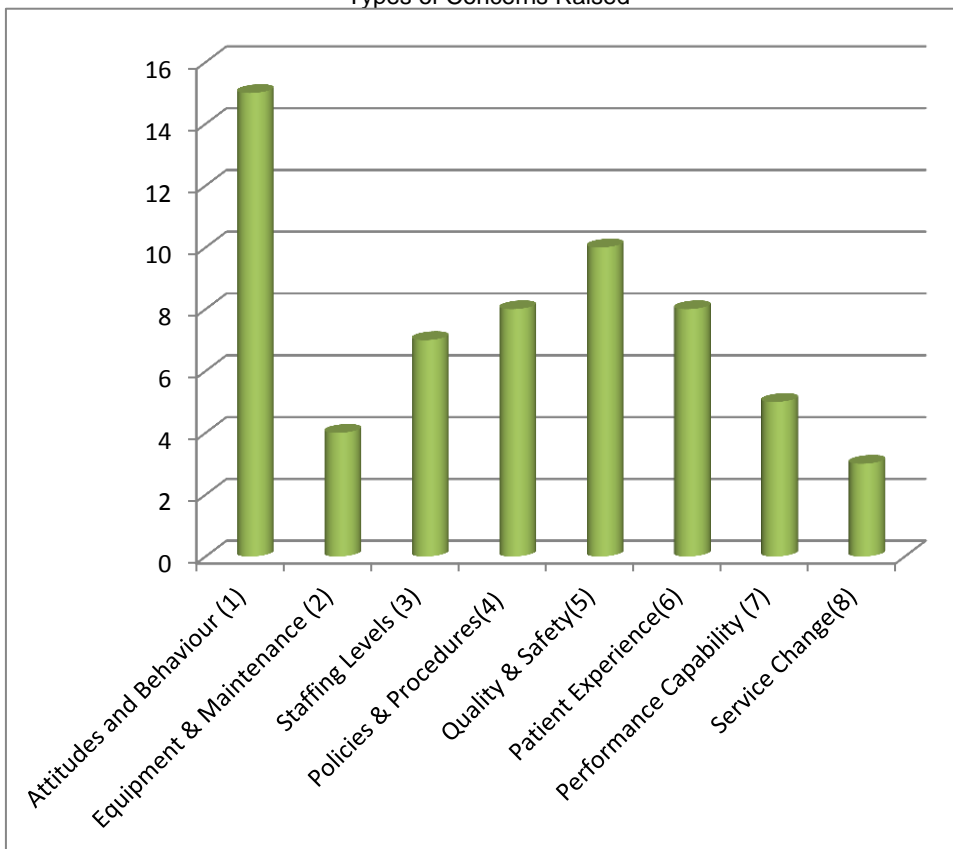
Job Roles of Staff Raising Concerns  
 (several Technicians have come forward from one dept – hence the increase)



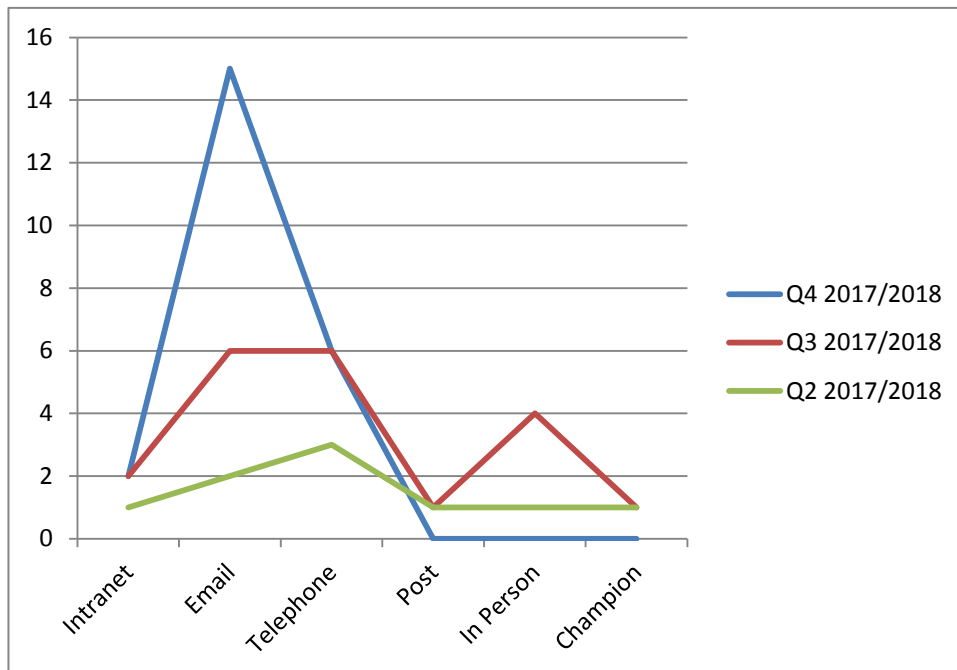
Mediums Used to Raise Concerns – Intranet includes the Trust's App



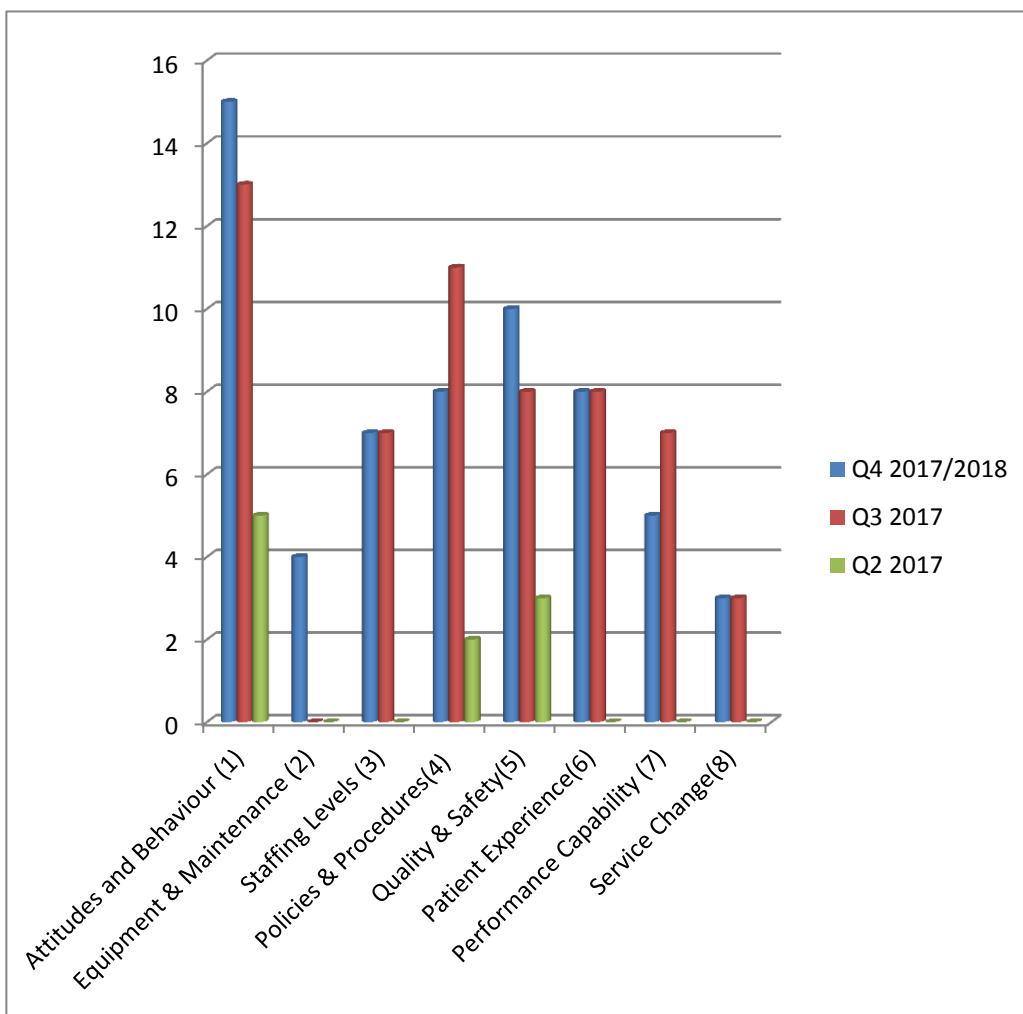
Types of Concerns Raised



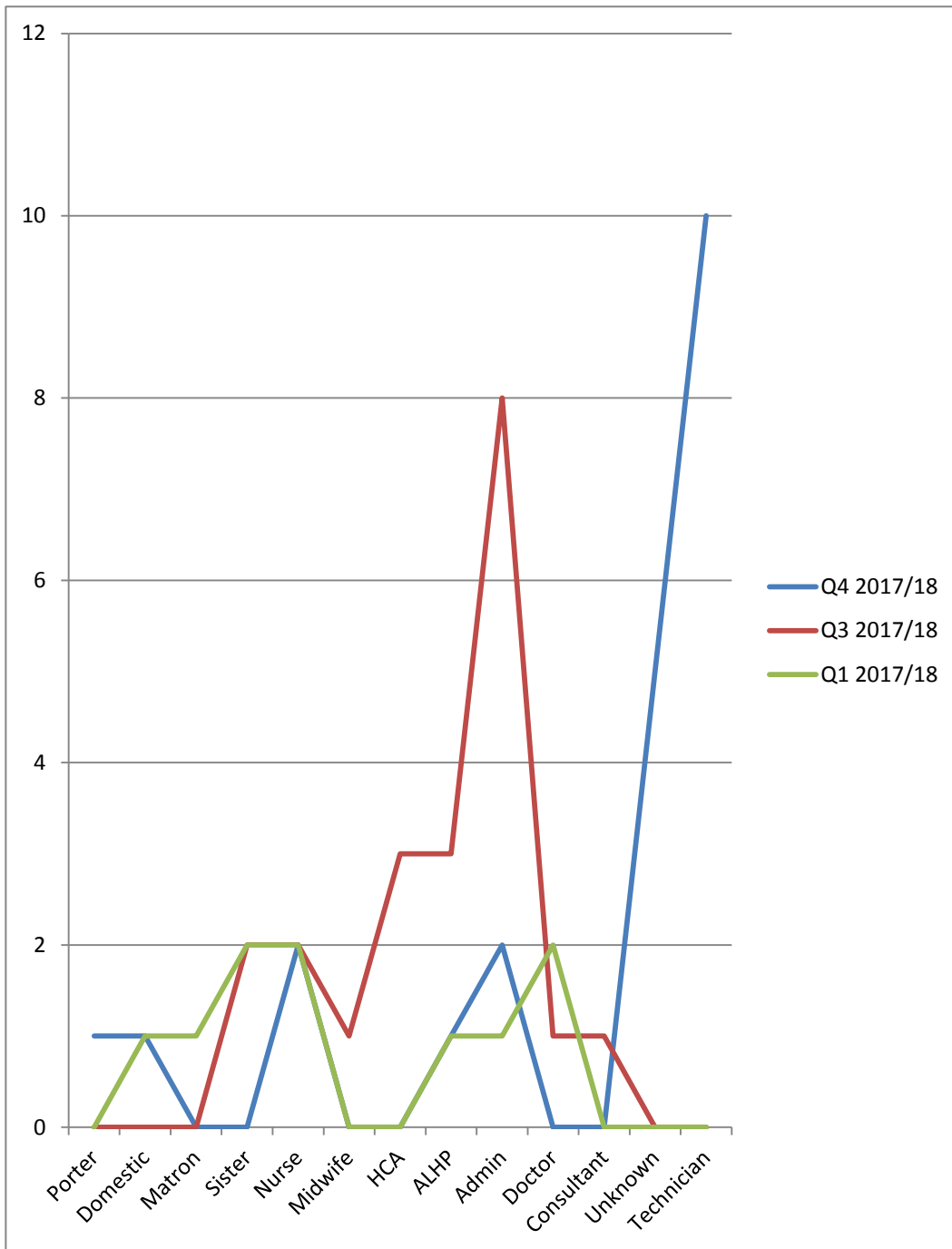
**Data Comparison for Mediums Used Between Q2 and Q3 and Q4 – 2017/2018**



**Data Comparison for Categories of Concerns Raised Between Q2, Q3 and Q4 2017/2018**



Comparisons in Staff Roles Raising Concerns Between Q2 2017/18 , Q3 and Q4 17/18



Ends