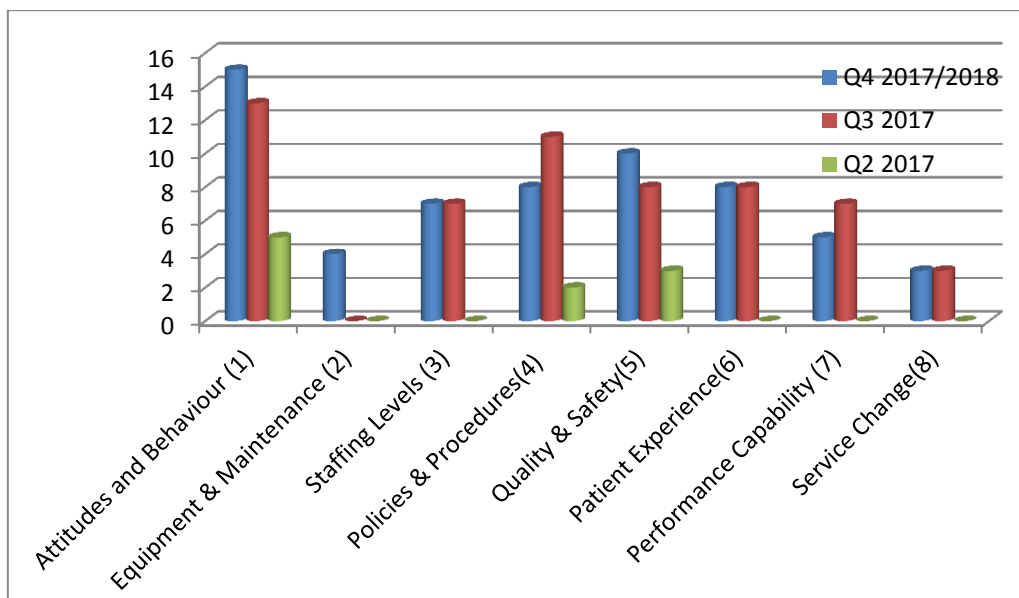
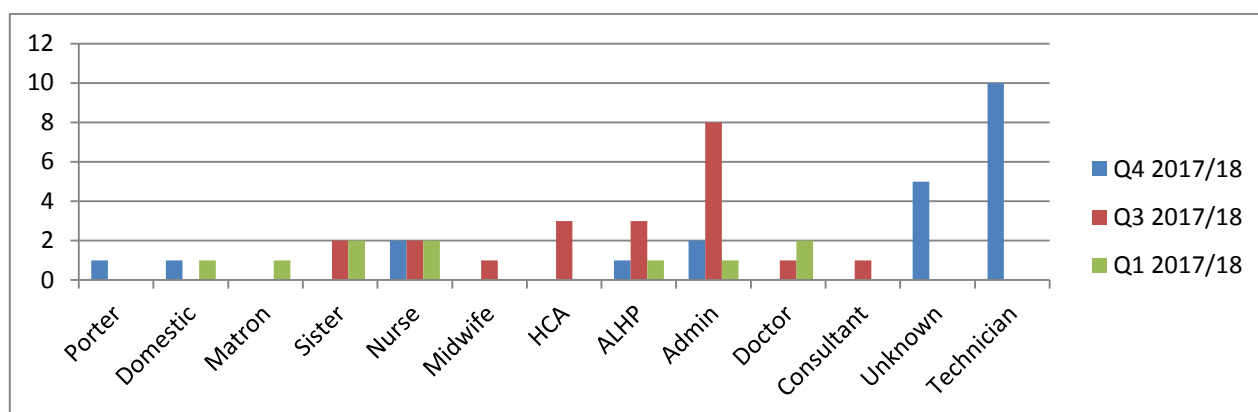


It has been 8 months since we launched the Freedom to Speak Up Service across the Trust and I wanted to share with you our progress so far.

- We have a dedicated FTSUG section on the Trust’s intranet page where you can find lots of information about the Service including a list of our Champions and a ‘raise a concern’s form’ which you can complete and submit. Providing you share your contact details we can come back to you to give you feedback about the concern raised.
- We also have the above information available on the Trust’s App which can be downloaded onto your phones or tablets. So if you don’t get chance to raise a concern at work, you from your mobile device.
- We’ve trained up 15 Freedom to Speak Up Champions to support the Guardian role. Our Champions work both here at BVH and across the Community carrying out a variety of roles. A list of their names and contact details can be found on the Trust’s intranet page or app in the FTSUG section.
- We can present information about the Service to your teams, just get in touch and we’ll come to your meeting.
- Since launching the Service last September, we have received over 60 concerns from colleagues across the Trust. Although outcomes don’t always meet expectations I am assured that every concern raised has been taken seriously and thoroughly investigated. Unfortunately when concerns have been raised anonymously, it has not been possible to give feedback and as some investigations take quite some time to come to fruition, it can leave those ‘anonymous’ colleagues wondering what we are up to. We do however keep in touch with colleagues who have raised a concern in person so we can support and share information with them throughout.

TYPES OF CONCERNS RAISED AND WHO HAVE RAISED THEM





A 'snapshot of some of the concerns raised'

You said ...	We did ...
Concerns around policies and procedures not being adhered to in recruitment processes were raised by several colleagues regarding different vacancies	Information and reminders were sent out to teams affected by these concerns to ensure that the correct procedures are followed and an external HR specialist was consulted and advice received acted upon to improve transparency in all job roles advertised.
Lack of Supervision for Junior Doctors and lack of staff to support patients on AMU	Various meetings took place with the doctor raising the concerns and Consultants involved, reassurances and support were put in place and improvements made to address the issues.
Staffing Levels in Unscheduled Care	A response from the Directorate Manager allowed staff to be moved from another ward to support the shortages. The Trust's Board responded with information of proactive actions being put in place to support including Silver Command and the recruitment drive so colleagues on the ground who were not aware of what work the Trust was doing felt reassured their concerns were being acted upon.
Poor attitudes and behaviour being displayed by colleagues in various depts. across the Trust.	Formal investigations have taken place where necessary and recommendations acted upon. We have also supported facilitated conversations and mediation being implemented to 'nip things in the bud' in line with the Trust's updated B & H Policy. Teams were also reminded about expected behaviours in the workplace to support Trust values to promote positive behaviours at all times.
Smoking in public places (anonymous)	The Dept sent out a reminder to all staff regarding the smoking policy including electronic cigarettes and followed this up at their Team Meeting and this was supported with a Trust wide communication too.
Lack of equipment for preventing the spread of the FLU virus (anonymous)	A staff bulletin was sent out reminding staff about infection control. Unfortunately as the concern was raised anonymously with no information about the ward affected we were unable to speak to the ward manager direct where the person raising the concern said there was no equipment available to use.
Patient safety regarding the outlier lists	The Directorate Manager has implemented positive changes to the tracking procedures to support patients being regularly reviewed.
Fraudulent activity around timesheets (several concerns across the Trust)	Some of these are still under investigations and others have been dealt with. Some claims were unfounded following a thorough investigation.
Moving and Handling and a lack of trainers to meet demand – several concerns from different areas.	The Trust has now recruited to fill the Post, extra training sessions have been implemented, ambassadors to support the training have been trained and the Trust has 'bought in' the Service of an external trainer to support the back log of colleagues waiting to attend the sessions.
Equipment and Maintenance caused a concern around patient safety (2 separate concerns).	An audit has been ordered to ensure the equipment in Service is safe to use – still under investigation. The second concern was investigated but unfounded.
Medication not being stored in accordance with Trust Policy.	A thorough investigation took place and recommendations/ procedures have been implemented to ensure that the Dept. is adhering to Policies.

Comments and Feedback from evaluation forms –  and :

- *“I am extremely disappointed with the outcome of this investigation, I felt it was the right thing to do to report my concerns with my colleagues and felt the investigation wasn’t handled professionally by the investigating team (not the Freedom to Speak Up Team) and that our concerns weren’t treated as a serious concern. Accessing the FTSU service was an approachable way to raise concerns and get advice- a service I would not hesitate to use again so I thank you and Sharon Vickers for your ongoing support“.*
- The FTSUG responded to the above offering to meet and confirmed that 5 areas of concern were investigated thoroughly but only 1 was upheld and strategies implemented to address this concern.
- *“This service has been very important and useful. My only concern is that my colleagues, that are suffering similar situations, either do not believe anything could change and be better or are not aware of this service. So please, make sure staff knows this service and they can feel support to raise concerns. Thank you so much to Terri for being so kind and supportive when I needed, for keeping me update and for everything reached“.*
- The FTSUG continues to visit wards and sites both here at BVH and in Community, presentations at induction and staff meetings take place and the FTSUG would welcome the opportunity to deliver information to any department who would like to know more about the Service. We also update our FTSU intranet section for staff to access and train Champions across the whole Trust to support colleagues with concerns.
- *“I felt the FTSU system relies solely on answers/responses from HR and questions raised should be answered by another body outside this trust. Only to follow policy and procedure to complete internal investigations before seeking answers outside my place of work. More advice to people who use this service to let them know where to go next if they feel questions raised were not answered with complete transparency/honesty“.*
- The FTSUG responded to the above directing the person raising the concern to the Trust’s intranet page and app which details external bodies whom concerns can be raised to. The Guardian also sent communication confirming that although the outcome did not meet their expectations, the Trust had carried out a thorough investigation to all the concerns raised and on this occasion, none were founded.
- *“Thank you for allowing me to have a voice, listening to my concerns, taking my concerns seriously and then dealing with the matter in a sensitive and confidential manner, which was of paramount importance and crucial to me. Flexibility in the times we were able to meet was greatly appreciated; in addition to the amount of time I was given when we met made it a much more accessible service. I was also kept fully informed at all times – I never once had to chase on any matter“.*
- *“Terri listened to me and gave me advice when I thought I had exhausted all my options and she was really helpful - Just keep up the good work you’re all doing“.*
- *“This matter was dealt with by Atlas in a very timely manner thanks and resolved“.*
- *“Being able to speak to someone to raise my concerns in confidence when I wasn’t able to go to my own manager. Regular feedback regarding my concerns. FTSUG was able to meet me at a time and place that was suitable to me“.*

So what are you waiting for? If you have a concern, raise it. Speak to your manager or come to the FTSUG Service, we are a confidential Service - here to listen and support YOU.

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