



REPORT TO THE PRIVATE BOARD MEETING

TITLE	Raising Concerns – Freedom to Speak Up Guardian Report – April-June 2020 (Q1)
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EXECUTIVE SPONSOR	Jo Bennis, Chief Nurse
DATE OF MEETING	28 th July 2020
PRESENTED FOR	Information

PURPOSE OF THE REPORT

This report is being considered in the private section of the Board due to the need to provide a safe environment for staff to raise concerns.

EXECUTIVE SUMMARY

- This report serves as a summary of concerns raised with the Freedom to Speak Up Guardian between April 20 to June 20 (Q1).
- During this period a total of 53 cases were raised by staff within North West Anglia NHS Foundation Trust.
- These concerns were raised by staff of all grades and disciplines including nurses, administration and AHPs. They were from Peterborough City Hospital (PCH), Hinchingbrooke Hospital (HH) and Stamford Hospital.
- Freedom to Speak Up Champions are actively supporting contacts dealing with the issues.

COMMITTEES/SUBGROUP WHERE THIS ITEM HAS BEEN CONSIDERED

N/A

RECOMMENDATIONS

1. To note the information included in the reports.

STRATEGIC GOALS THIS REPORT SUPPORTS *(Check all that apply)*

Delivering outstanding care and experience	<input checked="" type="checkbox"/>
Recruiting developing and retaining our workforce	<input checked="" type="checkbox"/>
Improving and developing our services and infrastructure	<input type="checkbox"/>
Working together with local health and social care providers	<input type="checkbox"/>
Delivering financial sustainability	<input type="checkbox"/>

OTHER IMPLICATIONS OF THE PAPER

Legal/ Regulatory Relevance:	NHS Improvement License : FT4: Foundation Trust Governance
NHS Constitution Delivery	Staff: Raising Concerns
Freedom of Information Release	This report should not be released under the Freedom of Information Act 2000 without further consideration under section 36

Equality and Diversity Implications <i>(Check all that apply)</i>								
Age	Gender	Ethnicity	Disability	Pregnancy/ Maternity	Marriage/ Civil Partnership	Religion/ Belief	Sexual Orientation	Gender Reassignment
√	√	√	√	√	√	√	√	√
<i>Additional comments</i>								



Outstanding Health and Wellbeing



Outstanding People



Outstanding Patient Care



Outstanding Leadership

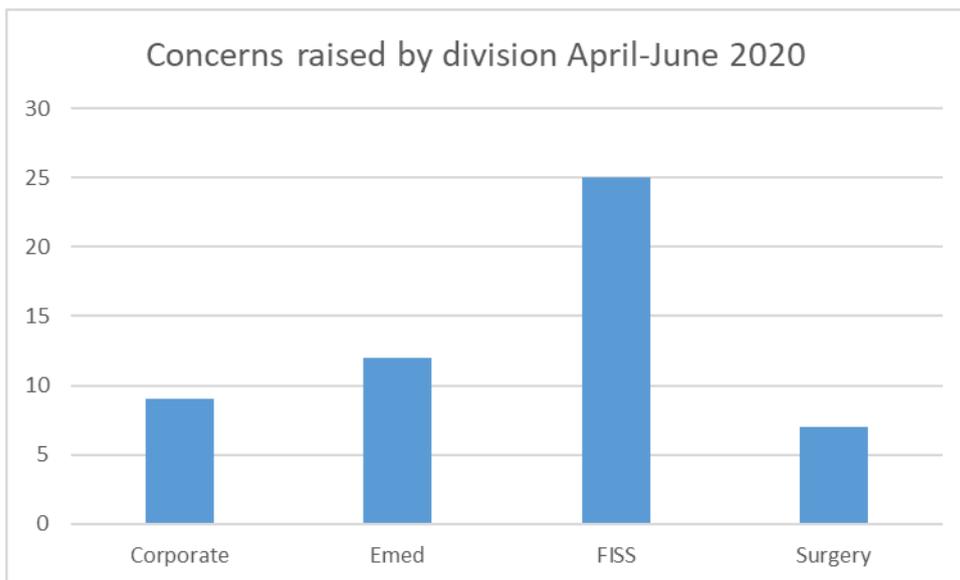


Outstanding Communications

1. Concerns Raised

During the period 1 April 2020 to 30 June 2020 (Q1) a total of 53 concerns were raised with the Freedom to Speak Up Guardian or Champions by staff working in the organisation. Four of the concerns were raised with the Champions who continue to do an excellent job in supporting staff to speak up alongside their substantive role.

Each individual who approaches the Guardian is classed as one concern albeit that the Guardian may have met more than once with that individual. If more than one individual approaches the Guardian with the same concern the concerns are recorded as separate cases as per the National guidance. The concerns were split across all Divisions:

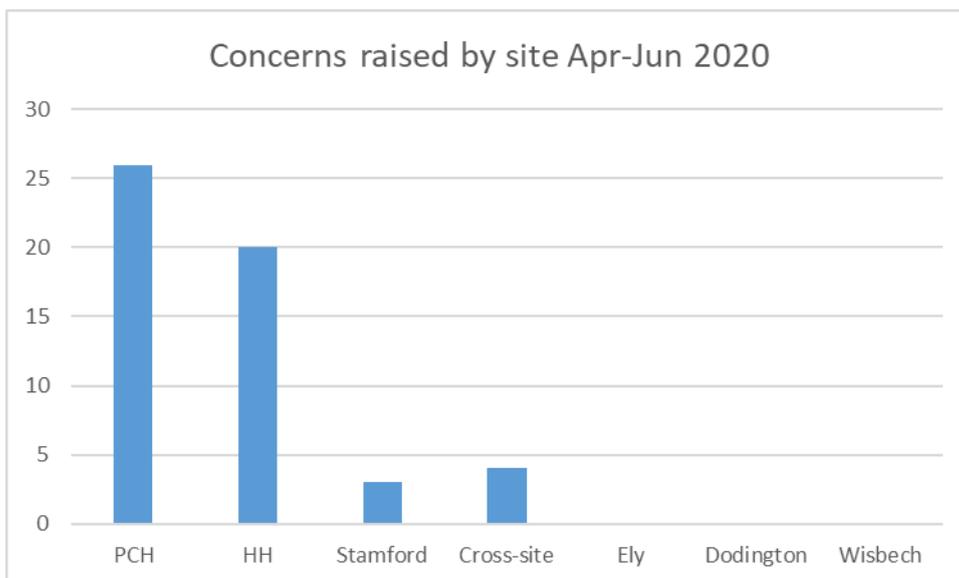


The concerns raised involved issues that fell into, one or more, of the following categories:

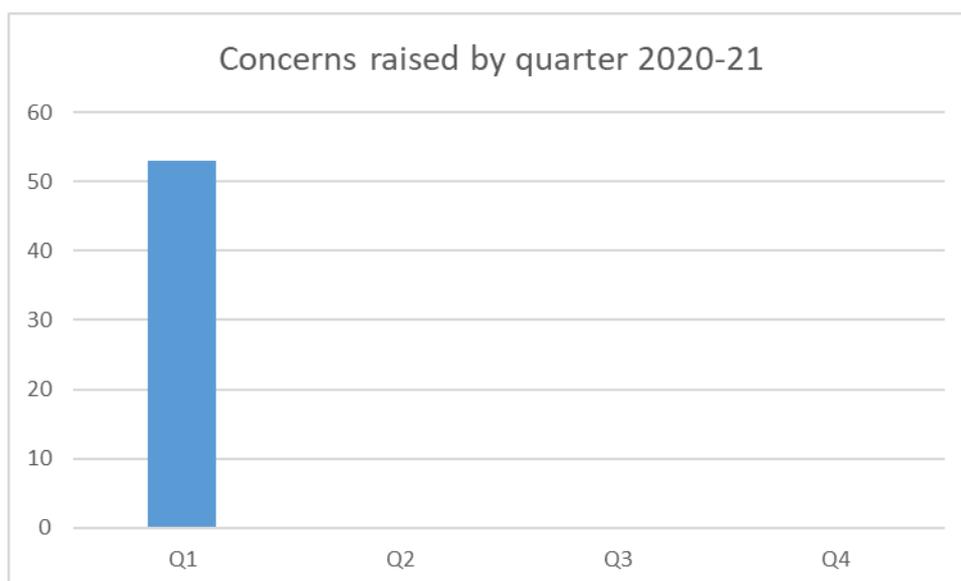
- Bullying and harassment
- Potentially unsafe patient care
- Issues with leadership and/or management
- Poor culture
- System or processes that staff feel have been applied unfairly
- Staff safety/wellbeing including concerns regarding PPE

These concerns were raised by staff of all grades and disciplines including nursing staff, administrative staff and AHPs. There were no concerns raised by medical staff this quarter.

The concerns raised were from staff at Peterborough City Hospital, Hinchingsbrooke Hospital and Stamford Hospital although some issues involved both main sites.



Forty three cases were closed this quarter, which included some cases from the previous quarter. No cases were re-opened.



2. Themes/Learning

The common themes from this quarters concerns raised are communication, poor behaviours and leadership. Some of the concerns raised could have been resolved at a much earlier stage by an open and honest conversation between those involved. The concerns raised about poor behaviours and leadership often centred around the beginning of the Covid-19 pandemic when there was uncertainty and a lack of clarity.

Lessons learned from this include the need for open and honest communication as well as leadership development. The Guardian will be discussing this with the Organisational Development team to ensure that it is included in their leadership development programmes as well as exploring other opportunities to implement the lessons learnt.

3. Freedom of Information Request

One Freedom of Information request was received this quarter asking:

- How many whistle blowing contacts have been raised within the Trust, comparing differences between the numbers raised this year and last year?
- Who the concerns were raised with.
- How we record the data about the concerns raised.

This request was also received by other Guardians across the region.

4. Benchmarking

The National Guardian’s office (NGO) asks all Guardian’s to upload data quarterly to allow them to benchmark Trusts. The issue with accessing the portal has now been resolved and the quarter 4 data will be uploaded. Due to the Covid-19 pandemic the National Guardian’s Office has extended the timeline for submission and therefore have not published any data from quarter 4 yet, they are in the process of reconciling the data they have received and hope to publish by the end of the summer.

Anecdotal evidence from other Guardians across our region demonstrates that they are seeing an increase in cases with themes in line with ours.

5. New publications, information releases and updates

Freedom to Speak Up Index report

The annual Freedom to Speak Up index report has been published. The FTSU index is a key metric for organisations to monitor their speaking up culture. The NGO has brought together four questions from the NHS Staff Survey into a FTSU index. The questions relate to whether staff feel knowledgeable, secure and encouraged to speak up and whether they would be treated fairly after an incident:

Question	National Average	North West Anglia
Question 17a: % staff agreeing or strongly agreeing that their organisation treats staff who are involved in an error , near miss or incident fairly	59.7%	59.6%
Question 17b: % staff agreeing or strongly agreeing that their organisation encourages them to report errors, near misses or incidents	88.4%	88.9%
Question 18a: % staff agreeing or strongly agreeing that if they were concerned about unsafe clinical practice they would know how to report it	94.6%	95.5%
Question 18b: % staff agreeing or strongly agreeing that they would feel secure raising concerns about unsafe clinical practice	71.7%	71.3%

The national FTSU index is 78.7%. North West Anglia’s score for 2019 is 79%, this is a decrease of 1% from last year.

Pulse surveys

Throughout the Covid-19 pandemic, the NGO has conducted pulse surveys to understand the impact of Covid-19 on FTSU. 28 Freedom to Speak Up Guardian's responded to the last survey. 79% said that staff were speaking up to them about worker safety and wellbeing which included PPE and social distancing. There had also been a sharp increase in speaking up about behavioural issues such as bullying and harassment.

6. Capacity within the role

The Guardian has now had the opportunity to undertake the training required by the NGO to be recognised as a Guardian, albeit a condensed version. This allows access to upload data gathered within the Organisation onto the centrally-held database for benchmarking comparison. It also allows entry onto the National Guardian register.

7. Achievements this quarter

Achievements in the last quarter include:

- National Guardian's office training undertaken
- Participation in both local and regional network meetings
- Supporting the Champions
- Linking with the new Guardian of Safe Working to review joint working opportunities

8. Priorities for the next quarter

Priorities for the next quarter will be:-

- To provide training for the Champions
- Produce a film to be used at induction
- To review the Board self-assessment tool to ensure the action plan is current
- Review how to evaluate the experience of staff raising concerns with the Guardian or Champions

9. Summary

In the past quarter:-

- Continue to see an increase in cases
- The Guardian has undertaken training and been formally recognised as a Guardian by the National Guardians office
- Increased links with local and regional networks to learn from other Organisations
- Review of joint working opportunities with Guardian of Safe Working