

Cover page	
Meeting	Trust Board
Paper Title	Quarterly FTSU report
Date of meeting	Thursday 28 <sup>th</sup> November 2019
Date paper was written	5 <sup>th</sup> November 2019
Responsible Director	Dr Arne Rose, Medical Director, Executive Lead for FTSU
Author	Kate Adney, Lead Freedom to Speak Up Guardian
Executive Summary	
<p>This report provides a quarterly summary of activity, feedback and themes of concerns raised to the Freedom to Speak Up (FTSU) Guardians during the last quarter (Q2)</p> <p>Summary of FTSU activity is detailed along with developments and actions that have been taken to further embed the FTSU role and to encourage a culture of speaking up to be 'business as usual'.</p> <p>The report is split into four sections:</p> <ul style="list-style-type: none"> <li>- Statistics - as provided to the National Guardian Office quarterly</li> <li>- Themes - themes identified and how we have addressed these themes</li> <li>- Learning and Sharing - What we have done and how we are progressing our FTSU work</li> <li>- Activity - A summary of the FTSU activity that we have delivered in Q2</li> </ul>	
Previously considered by	

The Board is asked to:			
<input type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input checked="" type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Link to CQC domain:

Safe

Effective

Caring

Responsive

Well-led

Link to strategic objective(s)

Select the strategic objective which this paper supports

- PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare
- SAFEST AND KINDEST Our patients and staff will tell us they feel safe and received kind care
- HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities
- LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions
- OUR PEOPLE Creating a great place to work

Link to Board Assurance Framework risk(s)

No

Equality Impact Assessment

- Stage 1 only (no negative impact identified)
- Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)

Freedom of Information Act (2000) status

- This document is for full publication
- This document includes FOIA exempt information
- This whole document is exempt under the FOIA

Financial assessment

No

**Statistics for Quarter 2 (July-September 2019)**

Category	Cases
Patient safety	5
Behavioural	5
Bullying/harassment	3
Cultural	1
Leadership	1
Staff safety	2
Total Q2	17

Staffing groups that raised concerns
Admin/Clerical
Allied Health Professionals
Healthcare Assistants
Nurses
Midwives
Other

### Themes emerging from concerns raised

1. Three key themes occurring in Q2 Concerns around Line Managers treating staff fairly and consistently in relation to annual leave and compassionate/special leave.
2. More support from Line Managers when issues are raised.
3. Ensuring patients are treated with dignity.

### Learning and sharing

1. Following on from the concerns raised in relation to inconsistencies in granting compassionate leave, Kate Youlden, HR Business Partner made amendments to *Workforce Directorate Policy W19 – Leave Policy, Chapter 8: Special Leave Procedure and this includes Flowcharts, FAQ and Relevant Forms/Paperwork.*

This change was implemented into the policy in July 2019 and is currently awaiting sign off at the Policy Approval Group before sign off at Workforce Committee and Trust Board.

This clarifies and emphasises the approach Line Managers should take when special leave requests are made.

2. Feedback and communication meetings held with staff groups and Line Managers to ensure that staff are supported when concerns are raised. These are held on an ad hoc basis as per the needs of the Departments. We ensure that we always feedback to the colleagues that raised concerns and this has had a positive impact on staff which is evident in our feedback.
3. FTSU Guardians fed back to Ward Managers when concerns around patient safety/dignity are made. We endeavour to raise any patient concerns on the same day and ensure that we escalate if required within 7 days Emphasised the need to submit Datix.

### Summary of FTSU activity during Q2

FTSU Guardians spend time on a weekly basis as many areas of the Trust as possible to ensure visibility.

The Communications plan has been signed off and implemented . The communications plan ensures that we have the relevant communications materials in place to promote and raise the profile of FTSU. We have planned events for a 12 month period, incorporating the National Guardian Office Speak Up Month in October and relevant media coverage, newsletters and supporting communication materials. We now have up to date communication materials in the form of posters and pull up banners.

We have continued to hold 'Round the Kitchen Table Events' where staff have a safe space to raise concerns. These have been carried out on the Gynaecology Department, Ward 21 (PRH) and Catering (RSH) Department with feedback meetings held with Line Managers and other relevant colleagues.

Concerns raised have been acted upon in a timely and appropriate manner, recorded as per the National Guardian Office Guidelines.

1:1 Meetings have been held with colleagues who have concerns they wish to raise. Our support interventions have included facilitating meetings within Department to improve communication and working relationships in teams.

We were invited to present the work of FTSU at Junior Doctor Forums, Dr Mess Drop in Sessions, as well as Preceptorship Induction. We were also representatives at the Junior Doctor Induction day.

We have provided updates on our work to the Senior Leadership Team as well as the Quality & Safety Committee.

FTSU now has regular representation at Engagement & Enablement meetings, Equality & Diversity meetings and the Well Led ISG.

Helen Donnelly, Ambassador for Cultural Change and Freedom to Speak Up Guardian facilitated a FTSU training session to our network of FTSU Advocates which gave details on the FTSU role, the FTSU Advocate Role, and raising the profile of FTSU along with guidance to FTSU Advocates and Guardians on how to raise concerns.