

Cover page	
Meeting	Trust Board
Paper Title	Quarterly FTSU report
Date of meeting	Thursday 6 th February 2020
Date paper was written	Wednesday 29 th January 2020
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 (Q3)</p> <p>Summary of FTSU activity is detailed along with developments and actions that have been taken to further imbed 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"> - Statistics - as provided to the National Guardian Office quarterly - Themes - themes identified and how we have addressed these themes - Learning and Sharing - What we have done and how we are progressing our FTSU work - Activity - A summary of the FTSU activity that we have delivered in Q3 	
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 3 (October - December 2019)

Category	Cases
Patient safety	15
Behavioural	9
Bullying/harassment	6
Cultural	1
Leadership	1
System/Process	14
Infrastructure	2
Staff safety	8
Middle Management	1
Total Q3	57

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

Themes emerging from concerns raised

1. Staffing levels of Nurses on the Wards. Nursing staff and other clinical staff have expressed concerns about staffing levels on the Wards. There are high levels of Bank and Agency staff. Winter pressures and escalation levels can lead to uncertainty and anxiety around ensuring patients are well cared for and kept safe.
2. Behaviours and treating each other with respect. This is not just in relation to the behaviours of Managers and Leaders but all staff treating each other with respect, keeping in line with our Trust Values. Managers should be able to challenge poor behaviours and performance manage if required without the fear of repercussions when doing so.
3. Communication. Ensure that there is clear communication to all staff, keeping them up to date with changes to processes. For staff to communicate to each other with respect regardless of Band or Job Title.

Learning and sharing

1. Director or Nursing and Senior Leaders have put in place measures to encourage staff to take up Bank Shifts on Wards. Matrons and Leaders are aware of the feedback and are ensuring that they keep their staff up to date with recruitment and retention plans supported by the Communications Team. 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.
2. Senior Leaders are visible on site to hear concerns directly from Staff.
3. We have been sharing feedback with colleagues and through communication to staff through the Improving Together Newsletter. We have also shared positive feedback from staff members that have raised concerns.

Summary of FTSU activity during Q3

FTSU Guardians spend time on a weekly basis as many areas of the Trust as possible to ensure visibility. We have spent time walking the Wards as well as visiting other Clinical and Non Clinical areas to continue to be as visible as possible.

The National Guardian Office Speak Month was held in October. We made October our official launch of our FTSU Advocates. We now have 43 Advocates in total.

All of the feedback received during October Speak Up Month was acted upon accordingly and feedback to relevant Line Managers/Leaders. We have held several communication engagement sessions to talk about speaking up and facilitated team session through practical workshops.

We held drop in sessions and left feedback/comment boxes around all the sites. We were supported by the Communications team to Raise the profile of FTSU through a series of events and promotional materials. We featured in local press and were interviewed by Radio Shropshire.

We have continued to hold 'Round the Kitchen Table Events' where staff have a safe space to raise concerns. These have been carried out at both RSH and PRH 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 have continued to support the Junior Dr Drop in Sessions and attend Junior Dr Forums.

We have attended Workforce Committee to give an update and continue to support the Well Led ISG.

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