


Board of Directors' Meeting 13 October 2022

Agenda item	170/22		
Report	Staff Story		
Executive Lead	Director of Governance and Communications		
	Link to strategic pillar:		Link to CQC domain:
	Our patients and community	√	Safe
	Our people	√	Effective
	Our service delivery		Caring
	Our partners		Responsive
	Our governance		Well Led
	Report recommendations:		Link to BAF / risk:
	For assurance		
	For decision / approval		Link to risk register:
	For review / discussion		
	For noting	√	
	For information		
	For consent		
Presented to:	-		
Dependent upon (if applicable):	-		
Executive summary:	<p>This month's staff story is from an HCA (Healthcare Assistant) and is being heard as part of the celebrations and awareness raising for October's Freedom to Speak Up (FTSU) month.</p> <p>This story highlights the importance of all staff having the appropriate training to be able to carry out their roles and responsibilities when on duty, and the importance of reaching out for support when feeling overwhelmed in the workplace.</p> <p>The individual did not wish to be publicly identified, and in the spirit of the confidentiality of FTSU, we have honoured that wish and present their story here instead.</p>		
Appendices	N/A		
			

1.0 Introduction

- 1.1 This story captures the HCA's experience of speaking up about patient safety.
- 1.2 It also conveys the emotional effects of working in an environment that has staffing challenges.
- 1.3 This story is shared on behalf of an HCA colleague who wishes to remain anonymous.

2.0 Background

- 2.1 The individual at the time felt very upset and helpless about the situation regarding the response when highlighting a patient's deteriorating health.
- 2.2 The story illustrates the HCA's experience of reaching out and accessing guidance and support from the Freedom to Speak Up team. As a result, the individual was able to raise concerns directly with their line manager, resulting in actions being taken.
- 2.3 This story has a positive outcome, reflecting the importance of speaking up, as it has not only led to improvements being made for colleagues, it has importantly positively impacted care for patients.
- 2.4 It also illustrates the value of FTSU training becoming a mandatory requirement within Trust.

3.0 The use of stories

- 3.1 These stories value the perspective of the people sharing their experience, providing a tool through which they can share what is important to them, enabling storytellers through empowering them to tell their story in their own words and in their own way.
- 3.2 The stories provide an honest and genuine insight into their experience, offering a different perspective and an opportunity to reflect.

4.0 Risks and actions

- 4.1 In the coming months further FTSU stories will come to Board highlighting the importance and experience of those speaking up and learning and action taken from the experience.

5.0 Conclusion

- 5.1 The Board of Directors is asked to note this presentation and take assurance from the work being undertaken to embed the value of FTSU across the Trust to improve staff and patient experience.