

## Trust Board Report

<b>Meeting Date:</b>	30 <sup>th</sup> January 2017
<b>Title:</b>	Freedom to Speak Up: The Role of the Guardian- first 90 Days
<b>Executive Summary:</b>	This report will provide an outline of the work that has taken place since November 2016 highlighting the mechanisms that have been developed to be put into place with a detailed action plan mapping out the way forward for the Freedom to Speak Up Guardian
<b>Action Requested:</b>	Approval of Action plan for Freedom to Speak Up Guardian
<b>Report of:</b>	Freedom to Speak Up Guardian
<b>Author: Contact Details:</b>	Neelam Mehay Neelam.mehay1@nhs.net
<b>Links to Trust Strategic Objectives</b>	Trust Objective <ol style="list-style-type: none"> <li>1. To improve the culture of compassion, safety and quality in every department and service we offer</li> <li>6. To attract, retain and develop all employees and improve employee engagement year on year</li> </ol>
<b>Resource Implications:</b>	None – small budget will be required for printing costs as part of a communications campaign
<b>Equality and Diversity Assessment</b>	Freedom to Speak and all activities involved will ensure that Equality and Diversity and Inclusiveness is embedded in the workforce. Protected Characteristics of staff raising concerns will be monitored by the Freedom to Speak Up Monitoring Form
<b>Risks: BAF/ TRR</b> (describe risk and current risk score)	
<b>Public or Private:</b> (with reasons if private)	Public
<b>References:</b> (eg from/to other committees)	
<b>Appendices/ References/ Background Reading</b>	Appendix 1: Freedom to Speak Up Action Plan Appendix 2: Images to support FTSU Board Report Appendix 3: Draft Record & Monitor Excel Form Appendix 4: Draft FTSU raising concern form Appendix 5: Draft Guidance on Concerns Rating
<b>NHS Constitution:</b> (How it impacts on any decision-making)	In determining this matter, the Board should have regard to the Core principles contained in the Constitution of: <ul style="list-style-type: none"> <li>• Equality of treatment and access to services</li> <li>• High standards of excellence and professionalism</li> <li>• Service user preferences</li> <li>• Cross community working</li> <li>• Best Value</li> <li>• Accountability through local influence and scrutiny</li> </ul>

## Background Details

### 1.a Royal Wolverhampton Freedom to Speak Up position to date

RWT are committed to implementing recommendations of the Francis Report 2015 ***Freedom to Speak Up; An Independent review into creating an open and honest reporting culture in the NHS***. The Trust has already taken several steps and begun to develop mechanisms in taking forward the recommendations of the above mentioned report. The Internal Audit, *The Power of Being Understood: Whistleblowing Report 2016* has also highlighted areas for further development and implementation of raising concerns within the Trust. The Freedom to Speak Up Guardian has been in post since 31<sup>st</sup> October 2016 and has spent the first months exploring, planning and developing Freedom to Speak Up. This report will outline those developments and key actions going forward with Freedom to Speak Up within RWT.

#### **Objectives: Freedom to Speak Up**

- To raise the profile of speaking up within the Trust
- To support and help develop a culture where speaking up becomes normal practice to address concerns
- To develop mechanisms to empower and encourage staff to speak up safely
- To ensure that the Trust provides a safe environment for employees and others to raise concerns and speak up
- To ensure that concerns are effectively investigated and the Trust acts on its findings
- To ensure shared learning amongst local/regional/national Networks

### 1.b

#### **RWT Freedom to Speak Up Guardian**

The RWT Freedom to Speak Up Guardian (FTSUG) will have a **key role** in

- Empowering and encouraging staff to speak up safely and in confidence
- Acting as The Trust Independent lead on supporting a culture of openness and transparency
- Providing confidential advice and support to concerns staff may have about patient safety
- Will act impartially to ensure that the Trust provides a safe environment for staff to speak up
- Work closely with the network of Speak Up Contact Links
- Developing and producing regular reports to monitor the outcomes and impact of Freedom to Speak Up
- Reporting formally to the RWT Board

It is also important to highlight to the organisation, managers and staff that the Guardian will not get involved in investigation or complaints but will help facilitate the raising concerns process where needed ensuring organisational policies and procedures are followed correctly. The Guardian will ensure ownership of the concern raised is held with

Persons/Departments/Divisions within RWT.

The FTSU Guardian contact details are now available to staff and a Freedom to Speak Up Inbox has also been created as follows [rwh-tr.freedomtospeak@nhs.net](mailto:rwh-tr.freedomtospeak@nhs.net)

A short brief has been developed to utilise across the organisation for publicity and communications in regards to Freedom to Speak Up, highlighting the journey RWT have partaken so far and the key developments that are now in place. Please see below inserted slide, as this information will be used to devise posters/leaflets and other resources that may need to be created for Freedom to Speak Up.

## Freedom to Speak Up!

Royal Wolverhampton Trust is committed to

- Creating a culture of openness and transparency
- Developing a culture where speaking up becomes normal practice
- Forming a safe environment for employees to raise concerns

If you have a concern about

- ❖ patient safety
- ❖ the safety of one your colleagues
- ❖ any form of malpractice or wrong doing
- ❖ if you feel you may have been or are being bullied and/or harassed at work

The Speak Up Contact Links/Freedom to Speak Up Guardian are here to support you

Please get in touch via the details below  
Visit the Trust Intranet: [Freedom To Speak Up](#)  
Or email [rwh-tr.freedomtospeak@nhs.net](mailto:rwh-tr.freedomtospeak@nhs.net)  
Text/Call 07557287859

To support the above the Trust has a

- [Revised Raising Concerns Policy](#)
- [Network of Speak Up Contact Links](#)
- [Appointed a Freedom to Speak Up Guardian](#)

It is also important that RWT Freedom to Speak Up Guardian is reflective of the key characteristics that the National Guardians Office has outlined, in the diagram below. RWT Freedom to Speak Up Guardian will uphold and bring these qualities to the role and consider these in all developments at RWT.



## 2. Planning for Freedom to Speak Up

Key Areas that have been identified for planning and developing Freedom To Speak Up at RWT and are detailed in the Freedom to Speak Guardian Action Plan (appendix 1).

Objectives and the Key Roles of Freedom To Speak Up have been used to guide and develop the action plan for the FTSU Guardian. Key themes within the action plan include:

- **The Raising Concerns Policy** and the awareness raising of this revised policy
- **Data Analysis**; to gather information about the organisation and build a picture of current themes and trends by reviewing national staff surveys, local *chat back* results and other routes via HR Workforce and Advisory teams
- **Communications and Illustrations**: working closely with Communication lead on a communication plan for FTSU and design of publicity through the trusts Medical Illustrations Team. Working towards a *branding* being created for FTSU & RWT. This will help enable ownership and importance to FTSU
- **Recording & Monitoring** of concerns and exploring an anonymous route to raise concerns via DATIX.
- **The Contact Link Network**, marinating these links and relationships within the organisation and building a strong support and communication pathway between Contact Links and FTSU Guardian
- **Training and Awareness Raising** of FTSU amongst Management and Divisions across the Trust, with specific training plan devised for managers on the handling and dealing of concerns ensuring that a culture of speaking up is created amongst staff/teams/departments
- **Sharing learning** and providing feedback at local, regional and national level. Involving the local Contact Link Forum, Trust Board, West-Midlands Regional FTSU Network and National Guardian Office and National Annual Guardian Conference

## 3.The Achievements of Freedom To Speak Up so far

- The Revised Raising Concerns Policy has been agreed at Policy Approval Group
- RWT Freedom to Speak Up Guardian has been nominated Chair for the newly established network of Regional Freedom to Speak Up Guardians.
- Recording & Monitoring Forms are now in place for Freedom to Speak Up including a safe online storage folder created only accessible to Contact Links and FTSU Guardian
- An RWT Contact Links Forum has been re-established by the FTSU Guardian to

meet Bi-monthly

- RWT Freedom to Speak Up Guardian has facilitated *one raising concerns case* – key lessons learnt will be shared with Contact Links and will form a reflective exercise
- Datix -anonymous raising concern process currently being developed

#### **4. Next Steps**

The immediate focus for the Freedom to Speak Up Guardian now will be to work intensively on the Communications Campaign. This will involve in organising all material and an extensive roll out of the communication plan to include *Road-shows* to take place across the organisation. This will mean publicising Freedom to Speak Up across all of RWT sites together with the GP Health Centres within the Vertical Integration Programme. The help and support of the Contact Links and the onsite unions will help with the mentioned Road-Shows.

Furthermore, concentrated efforts will proceed to engage the contact links and to inform the contact links of the processes and procedures that have been set up by the Freedom to Speak Up Guardian. The Contact Links will form a key part in updating the monitoring forms and completion and safe storage of the raising concerns forms.

In addition any on-going activity of concerns being raised by staff through Freedom to Speak Up will take priority in the work the FTSU Guardian undertakes. Please see Freedom to Speak Up Guardian action plan for further details of the Guardians plan to initiate Freedom to Speak Up.

Key Objectives for Freedom to Speak Up		Key Role of the Freedom to Speak Up Guardian	
1.	To raise the profile of speaking up within the Trust	1.	Empowering and encouraging staff to speak up safely and in confidence
2.	To support and help develop a culture where speaking up becomes normal practice to address concerns	2.	Acting as The Trust Independent lead on supporting a culture of openness and transparency
3.	To develop mechanisms to empower and encourage staff to speak up safely	3.	Providing confidential advice and support to concerns staff may have about patient safety
4.	To ensure that the Trust provides a safe environment for employees and others to raise concerns and speak up	4.	Will act impartially to ensure that the Trust provides a safe environment for staff to speak up
5.	To ensure that concerns are effectively investigated and the Trust acts on its findings	5.	Work closely with the network of Speak Up Contact Links
6.	To ensure shared learning amongst local/regional/national Networks	6.	Developing and producing regular reports to monitor the outcomes and impact of Freedom to Speak Up
		7.	Reporting formally to the RWT Board
For the purpose of this action plan an objective(s) will be linked to each action		For the purpose of this action plan a key role(s) will be attached to each action	

Prioritisation Colour Key Code		Colour
High	Actions required to progress FTSU urgently	Red
Medium	Actions under development	Amber
Low	Actions non-urgent/in early stages of development	Green
Complete	Actions are complete	Action Complete

Objective Key Role	Actions	Current position	Progress	Lead	Time Scale	End Date		
<b>FTSU Action: 1</b>								
<p><b>Objective 3:</b> <i>To develop mechanisms to empower and encourage staff to speak up safely</i></p> <p><b>Objective 5:</b> <i>To ensure that concerns are effectively investigated and the Trust acts on its findings</i></p> <p><b>Key Role:1</b> <i>Empowering and encouraging staff to speak up safely and in confidence</i></p>	<b>RWT Raising Concerns Policy</b>	Revise current policy against national template <b>Freedom to Speak Up raising concerns (whistle blowing) policy for the NHS April 2016</b>	RWT Raising Concern Policy had been revised prior to commencing role- FTSU Guardian made minor changes to include contact details and is reflective of national template	<b>1.1</b> Raising Concerns policy to be made available on Webpage	FTSU G Medical Ills	Dec 16- Jan 17	Jan17	
			RWT Raising Concerns Policy will now have final submission to the Trust Management Committee in January and Trust Board in January	<b>1.2</b> FTSU Guardian to produce and revise the process chart and make more reader friendly (using medical illustrations team)	FTSU G Sunita Sohi (IT)	Jan 17- March 17		
				<b>1.3</b> FTSU Guardian to work closely with HR process on policy awareness and roll out within RWT	FTSU G HR Advisory	Jan- March 17		

FTSU Action: 2								
<p><b>Objective 2:</b> <i>To support and help develop a culture where speaking up becomes normal practice to address concerns</i></p> <p><b>Key Role 2:</b> <i>Acting as The Trust Independent lead on supporting a culture of openness and transparency</i></p>	<p><b>Data Analysis</b></p> <p>Review informational available nationally and locally to get an overview of current staff experiences view on RWT culture of openness and transparency</p>	<p><b>National Staff Survey Results</b></p>	<p>2015 NSS shows: <i>KF31 Staff confidence and security in reporting unsafe clinical practice</i> Above Average however no change since 2014 <i>Source: Summary of all Key Findings for The Royal Wolverhampton Trust (2015)</i></p>	<p><b>2.1</b> Review the result of next year RWT national staff survey as results may show increase with FTSU additional reporting mechanisms enabling wider options for staff to raise concerns (please see recording and monitoring action point</p>	FTSU G	On-going	2017 National Staff Survey Results	
		<p><b>RWT FTSU Staff Survey</b> 'taking the pulse now and compare in 12months'</p>	<p>Utilising Sir Robert Francis 5 Key Questions from 'A Vision for Raising Concerns in the NHS' (2015) Q1 <i>I feel confident to speak up</i> Q2 <i>I feel safe to speak up in future</i> Q3 <i>Concerns are investigated</i> Q4 <i>Speaking Up makes a difference</i> Q5 <i>Concerns are Well received</i></p>	<p><b>2.2</b> Using <b>Sir Robert Francis 5 key questions from A Vision for raising concerns</b> one question per week will be adapted and posted on the RWT Intranet home page requiring simple <b>yes/no</b> click These questions will be placed on intranet in line with time scales of the Communications Plans</p> <p>Paper Versions or use of the Trust Totem Points may be required for staff not available on intranet</p>	FTSU G Sunita Sohi	Jan-March 2017	March 2017	
		<p><b>Local RWT Chatback Results</b></p>	<p>Recent RWT Chatback results are now available. These results will provide oversight to FTSU Guardian on some of the key issues that have been highlighted amongst staff.</p>	<p><b>2.3</b> FTSU Guardian to explore results in more detail and utilise to help build knowledge base of key issues identified by staff within RWT Trust. Possibility to explore additional questions from FTSU if needed in next round of Chatback</p>	FTSU G HR Advisory	April 2017	On going	



		<b>RWT Grievance Data</b>	Data collected with HR Advisory on Grievances within RWT  FTSU Guardian to explore themes and trends that result from the Grievances	<b>2.4</b> Collate information working with HR Advisory & Workforce information regards -key themes -departments/divisions -what indicators can be used as measures/types Stress/change managements/Bullying & Harassment	FTSU G HR Advisory	April 2017	On going	
		<b>Staff Retention Staff Sickness</b>	HR Workforce are currently collecting up to date	<b>2.5</b> To work closely with HR Workforce Team exploring staff retention rates /sickness rates in relation to Departments/banding and other staff protected characteristics	FTSU G HR Workforce	April 2017	On going	
		<b>Particular Ward/Departments of Concerns</b>	Some wards/departments may be highlighted to FTSU Guardian as Wards of on-going concerns	<b>2.6</b> FTSU Guardian to explore reasons/key issues why these wards may be of concerns Possible to start FTSU road-shows/publicity with these wards attending their team meetings-utilising contact links	FTSU G	March 2017	On going	
		<b>PALS Feedback</b>	Utilising Patient Feedback	<b>2.7</b> Explore with PALS Team areas departments patients raised most Concerns/complaints about	FTSU G PALS		On going	
		<b>Family &amp; Friends For Employees</b>	The Trust is currently exploring a Family and Friends employee test	<b>2.8</b> Explore/liaise with HR Deputy Director outcomes of these results, draw trends and themes that may be useful to share with FTSU	FTSU G Catherine Griffiths		On going	
<b>FTSU Action: 3</b>								
<b>Objective 1:</b> <i>To raise the profile of speaking up within the Trust</i>	<b>Communications &amp; Illustrations</b>	<b>Redesign of RWT intranet –webpage include FTSU ICON on trust</b>	Currently information on trust intranet home page has been removed. It is important that reference to <b>speaking up</b> is clear on the	<b>3.1</b> Home Page to have an icon for FTSU which will be a link to Freedom to Speak Up Webpage information to include -FTSU at RWT	FTSU G Sunita Sohi (IT)	Nov16- Feb 17	March 2017	

<p><b>Key Role 1:</b> <i>Empowering and encouraging staff to speak up safely and in confidence</i></p>		<p><b>home page</b></p>	<p>Trust Home Page</p> <p>There are 3 different pages available if searched regards to whistle blowing/raising concerns/speaking up contact links</p> <p>The raising concern page does have relevant information and links to the contact links but difficult to find</p> <p>Staff Side also have a page with some information to whistle blowing</p>	<p>-Contact Links -How to raise concerns -Updated Raising Concerns Policy -Procedures/easy to follow process charts -upcoming information (Road shows) -updated list of staff side</p> <p>FTSU Guardian working with IT S.S- information of all current web pages have been sent and design/layout/text for new webpages have been sent to S.S FTSU Guardian to follow up</p>			
		<p><b>FTSU Poster Campaign Design and Branding</b></p> <p>(please see PowerPoint presentation in ref to this section)</p>	<p>National Office has developed a National Branding for FTSU. It is important for RWT to own the FTSU branding hence why a new logo to reflect FTSU and RWT be combined</p>	<p><b>3.2 Design of RWT/FTSU Logo</b> FTSU Guardian working currently working with Medical Ills to develop this</p>	<p>FTSU G Mark Smith (Medical Ills)</p>	<p>Jan/Feb 17</p>	<p><b>March 17</b></p>
				<p><b>3.3 Posters/Pull Up Stands</b> -targeted to staff -rest rooms -toilets -offices -kitchens Using national materials and our own designs by medical illustrations. Posters to be developed with some that have attached post it 'tear off contact details for FTSU' as well as at 2 pulls up stands</p> <p>This action will incur a small cost of printing details to be discussed with Linda Holland</p>	<p>FTSU G Mark Smith (Medical Ills)</p>	<p>Feb 17</p>	<p><b>March 17</b></p>

				<p><b>3.4</b> <b>Series of screen savers</b> These will have quotes from key important individuals within Healthcare/Leadership referring to speaking up for patients. FTSU/Contact Links details to be included. The Screen Savers will run in conjunction with communication campaign for FTSU</p> <p>Staff members who do not have access to IT- these poster designs will be printed for staff/rest rooms and offices –</p> <p>Small printing cost will be attached to this action</p>	FTSUG Mark Smith (Medical Ills)	Dec 16- Feb 17	<b>March 17</b>	
		<b>Communications Campaign/Plan</b>	Approaches of campaign will need to be tailored as per site -more tailored/interpersonal approach for e.g. at Cannock/West Park Sites -Vertical Integration Programme/sites	<p><b>3.5</b> Once all material/processes are in place; working closely with Trust Communication Lead to roll out Freedom to Speak Up communications plan across all different sites with a timed and focused campaign to include -series of 'road show's' using the contact links/unions -posters -screen savers -pull ups</p>	FTSU G Richard Radcliff	Jan- March 17	<b>March 17</b>	
		<b>Trust Induction Programme</b>	It's vital that the messages of Freedom to Speak Up are included within the RWT Induction Programme	<p><b>3.6</b> FTSU G to explore with Louise Nickel on ways to be included within the Trust Induction Programme.</p>	FTSU G Louise Nickel (Learning & Dev.)		<b>March 17</b>	
<b>FTSU Action: 4</b>								
<b>Objective 3:</b> <i>To develop mechanisms to</i>	<b>Raising The Concerns</b>	<b>Revised Raising Concerns Policy</b>	The RWT Raising Concerns Policy is in the final stages	<p><b>4.1</b> Publicise the policy and revise current process charts (refer to action 1.1/2/3)</p>	FTSU G		<b>March 17</b>	

<p><i>empower and encourage staff to speak up safely</i></p> <p><b>Objective 5:</b> <i>To ensure that concerns are effectively investigated and the Trust acts on its findings</i></p> <p><b>Key Role 3:</b> <i>Providing confidential advice and support to concerns staff may have about patient safety</i></p>		<p><b>DATIX</b></p>	<p>Datix to be updated to include anonymous reporting of whistle blow/raise concern as per identified through internal audit. <i>The Power of Being Understood: Whistleblowing Report RWT 2016</i></p>	<p><b>4.2</b> FTSU G is planning this with Governance Team to take this forward and this is now in process of being developed</p> <p>Several questions including a <b>Concerns Rating Chart</b> will be added onto Datix</p> <p>If a concern/whistle blow is raised on Datix the concern will also be flagged into the FTSU Email Inbox to be recorded onto the FTSU Monitoring Form as well as the management trio for department concern raised</p> <p>Devised a Concerns Rating chart that contact links will refer to and utilise as how to proceed with concerns that are raised</p>	<p>FTSU G Suki Khunkuna (Governance)</p>	<p>Nov-Jan 17</p>	<p><b>Feb 17</b></p>
		<p><b>FTSU Contact Details</b></p>	<p>It is important for the FTSU G to be easily accessible and staff are clear ways that concerns can be raised within the organisation in a safe environment</p>	<p><b>4.3</b> Creation of FTSU Email Inbox that will be monitored by FTSU G and enable staff to email their concerns directly and to allow for Datix to flag concerns with FTSU G as well. Where concerns are not anonymous support via contact links can arranged and confidential advice/feedback can be provided to individual</p> <p>Mobile number available for staff to text/contact These details have also been included in the revised raising concerns policy</p>	<p>FTSU G IT</p>		<p><b>Nov 16</b></p>
	<p><b>Recording &amp; Monitoring</b></p>	<p><b>Monitoring &amp; Recording Forms</b></p>	<p>National Guardian Office provided Regional Training Day for all New FTSU G discussed in depth what may be needed to monitor FTSU concerns. However National Guardian Office do</p>	<p><b>4.4</b> (please see appendix 3 for all forms) Monitoring Form Template circulated to all FTSU G's has been adapted and as RWT FTSU Monitoring Form Recording Concerns for Contact Links and FTSU G have also been devised using Raising Concerns Policy Stage 1 Form</p>	<p>FTSU G</p>		<p><b>Dec 16</b></p>

			not have a template to offer	A concerns rating chart has also been devised to help Staff/FTSU G/Mangers categorise a rating for the concern raised and where in Management Structure should the concern be escalated				
				<b>4.5</b> RWT Contact Links will need to be made aware of action 4.4 and provided with support for completion of FTSU Monitoring Form	FTSU G Contact Links	Dec 16- Feb17	<b>Feb 17</b>	
<b>FTSU Action: 5</b>								
<p><b>Objective 6:</b> <i>To ensure shared learning amongst local/regional/national Networks</i></p> <p><b>Key Role 5:</b> <i>Work closely with the network of Speak Up Contact Links</i></p>	<p><b>The Contact Links</b></p>	<p><b>Contact Link Forum</b></p>	RWT have an established network of Contact Links working across the organisation on various sites	<p><b>5.1</b> FTSU G to establish relationship with the contact links and coordinate bi-monthly meeting with contact links. Purpose of the meeting will be to -create a support network for the contact links -new updates -sharing and learning outcomes of cases that we have been involved with -reflecting on handling on concerns/cases -identify training and development needs for CL -involvement in regional ftsu activities where identified</p>	FTSU G Contact Links	1 <sup>st</sup> Meeting Dec  2 <sup>nd</sup> Meeting planned Feb	<b>On Going</b>	
		<p><b>Contact Links Recording &amp; Monitoring</b></p>	Established that some contact links are recording concerns on shared drive/note books/some storing the concerns at home. Confidentiality and safe storage needs to be addressed	<p><b>5.2</b> FTSU G working closely with IT have developed a private folder for FTSU and Contact Links All Contact Links have an individual folder where <b>all</b> electronic documents referring to concern raised will be stored. This is now live</p>	FTSU G IT	Dec 16- Jan 17	<b>Jan 17</b>	
				<p><b>5.3</b> Confidentiality Pledge to be devised for all Contact Links to sign up to; FTSU G liaising with Raz Bassi</p>	FTSU G Raz Bassi	Dec 16- Jan 17	<b>Jan 17</b>	

				<p><b>5.4</b> FTSU G has developed a coding system for contact links to record and monitor the concerns onto the FTSU Monitoring Form. FTSU G to inform CL at next planned meeting</p>	FTSU G	Feb 17	<b>Feb 17</b>	
		<b>Vertical Integration Contact Links</b>	VI is underway, FTSU G has been to two practices to introduce FTSU	<p><b>5.5</b> FTSU G to explore with Practices and identify a Contact Link(s)</p>	FTSU G	Feb 17– May 17	<b>June 17</b>	
<b>FTSU Action: 6</b>								
<p><b>Objective 2:</b> <i>To support and help develop a culture where speaking up becomes normal practice to address concerns</i></p> <p><b>Key Role 2:</b> <i>Acting as The Trust Independent lead on supporting a culture of openness and transparency</i></p>	<b>Training and Awareness</b>	<b>Awareness Raising of FTSU</b>	<p>Identified that before roll out the FTSU Comm Campaign a briefing with Mangers within RWT needs to take place</p> <p>Ideally concerns should in first place be raised with their line management. FTSU G to explore some of barriers to concerns raised and managers receipt of concerns</p>	<p><b>6.1</b> FTSU G to update following forums about FTSU and what is involved and entailed. FTSU should not be seen my managers as a bypass to line management but encouraging staff to speak up of any concerns regards patient safety The first two forums listed will take place as priority to complete before publicising FTSU with staff</p> <ul style="list-style-type: none"> <li>-senior managers briefing</li> <li>-divisional manger team meeting</li> <li>-matron meeting</li> <li>-nursing forums</li> <li>-consultants forum</li> </ul>	FTSU G	Jan-Feb 17	<b>June 17</b>	
		<b>Training for Mangers</b>	FTSU G to explore what current training is available to help mangers deal and respond to concerns and create a safe environment to speak up	<p><b>6.2</b> FTSU G to work closely with Louise Nickel to develop a training package for Mangers to deal with concerns and create an environment to speak up within their teams/wards/departments</p>	FTSU G Louise Nickel	March 17		

		<b>Other Training</b>	Explore other training where FTSU can make links to	<b>6.3</b> FTSU Information power point slide made available for E&D basic level online training currently being developed for RWT				
<b>FTSU Action: 7</b>								
<b>Objective 6:</b> <i>To ensure shared learning amongst local/regional/national Networks</i>  <b>Key Role: 6</b> <i>Developing and producing regular reports to monitor the outcomes and impact of Freedom to Speak Up</i>  <b>Key Role: 7</b> <i>Reporting formally to the RWT Board</i>	<b>RWT Trust Board</b>			<b>7.1</b> FTSU G to provide updated reports to Trust Board on a regular basis on actions/outcomes and developments for FTSU at RWT	FTSU G	Jan 17	<b>On going</b>	
	<b>Local Forums</b>	<b>Contact Link Forum</b>  <b>Staff Side Forum</b>		<b>7.2</b> <b>FTSU</b> to share/reflect on concerns that have come through via Contact Links and FTSU contact details. Share learning outcomes  FTSU G to share good practice and link into staff side as and when necessary for e.g. 'Road-shows'	FTSU G		<b>On going</b>	
	<b>Regional Forums</b>	<b>West midlands Network for FTSU Guardians</b>	Network was established from National Conference Oct 16	<b>7.3</b> FTSU G attended first regional network meeting and has been nominated chair. RWT FTSU G to continue to chair regional network, it has been agreed to have quarterly meetings		Nov 16 Feb 17	<b>On going</b>	
	<b>National Annual Conference</b>			<b>7.4</b> FTSU G to attend next national conference 8/03/17	FTSU G	March 17	<b>On going</b>	
	<b>Local Authority</b>			<b>7.5</b> FTSU G to explore with local authority, their approach to raising concerns within a large organisation and discover local authorities process and procedures	FTSU G		<b>On going</b>	

Neelam Mehay

Presentation of illustrations to Support Trust Board Report

January 2016

Freedom To Speak Up Guardian  
Royal Wolverhampton NHS Trust





# Combined logo design

Freedom to Speak Up



# Freedom to Speak Up!

Royal Wolverhampton Trust is committed to

- Creating a culture of openness and transparency
- Developing a culture where speaking up becomes normal practice
- Forming a safe environment for employees to raise concerns

To support the above the Trust has a

- ***Revised Raising Concerns Policy***
- ***Network of Speak Up Contact Links***
- ***Appointed a Freedom to Speak Up Guardian***

If you have a concern about

- ❖ patient safety
- ❖ the safety of one your colleagues
- ❖ any form of malpractice or wrong doing
- ❖ if you feel you may have been or are being bullied and/or harassed at work

The Speak Up Contact Links/Freedom to Speak Up Guardian are here to support you

Please get in touch via the details below

Visit the Trust Intranet: **Freedom To Speak Up**

Or email [rwH-tr.freedomtospeak@nhs.net](mailto:rwH-tr.freedomtospeak@nhs.net)

**Text/Call 07557287859**

# Freedom to Speak Up!



If you have a concern about

- ❖ patient safety
- ❖ the safety of one your colleagues
- ❖ any form of malpractice or wrong doing
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*“...put patients where they are entitled to be-the first and foremost consideration of the system and everyone who works in it”*

*Sir Robert Francis (2013)*

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- ❖ *You may think it is best to keep it to yourself ...*
- ❖ *You may feel...disloyal to colleagues.*
- ❖ *You may have already tried to raise your concern and feel you weren't listened to.*
- ❖ *You may even feel afraid*

*...we want to provide a safe environment for you to speak up.*

**David Laughton**  
**Chief Executive**  
**Royal Wolverhampton NHS Trust**

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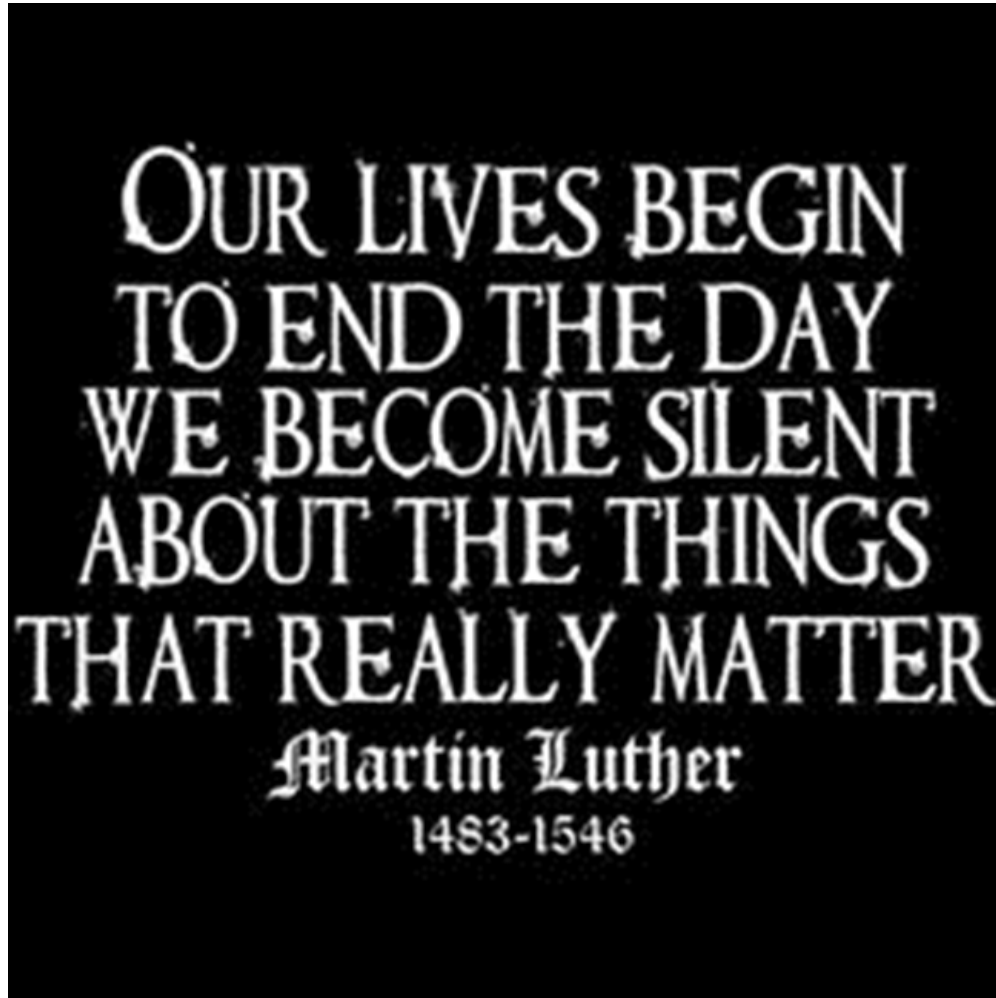
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**Draft Staff Raising Concerns at Work Form**

**Appendix 4**

<b>Date when this form is completed</b>		<b>FTSU/CL CODE:</b>	
<b>Form Completed by name/role</b>			

<p><b>What is your concern about?</b> (please tick)</p> <p><input type="checkbox"/> Patient/service user care</p> <p><input type="checkbox"/> Patient/service user safety</p> <p><input type="checkbox"/> Conduct (including malpractice, unethical conduct)</p> <p><input type="checkbox"/> Criminal offence/legal obligation</p> <p><input type="checkbox"/> Professional/clinical practice or competence</p> <p><input type="checkbox"/> Other (please state)</p>	
<p><b>Who is involved?</b> (please list witnesses and anyone carrying out the act causing you concern, and the date(s), time and place(s) the act occurred – use additional sheets of paper as needed)</p>	
<p><b>Please describe what has happened/what you think will happen.</b> (Explain as fully as you can the information or circumstances that gave rise to your concern and any suggestions you may have for resolving it - use additional sheets of paper as needed)</p>	
<p><b>Have you raised this concern before?</b></p>	
<p><b>If 'YES' please state to whom and when</b></p>	
<p><b>Do you wish to raise this concern anonymously?</b></p>	
<p><b>Please note that if you choose to remain anonymous it will not be possible to contact you for further information or to provide feedback to you.</b></p>	

Should you wish to disclose your details, please complete the following:

<b>Name</b>	
<b>Job Title</b>	
<b>Department/Ward/Division</b>	
<b>Contact number</b>	
<b>Contact address</b>	
<b>Email address</b>	

Draft Guidance on Escalation for FTSU Raising Concerns					Appendix 5
Risk Level	No Harm	Low Harm	Moderate Harm	Severe Harm	Catastrophic
<b>Risk rated based on the current information you have</b>	No obvious patient or staff harm/patient dissatisfaction	Minimal obvious patient or staff harm/patient dissatisfaction	Some patient staff harm and or mismanagement of patient care	Permanent patient/staff harm Serious mismanagement of patient care Potential for enforcement action	Death/life threatening patient or staff harm Potential for Prosecution, loss of contract, closure of services
<b>Example/Types</b>	Staff attitudes Poor communication	Delayed or cancelled appointments. Minor harm: cut / strain Loss of property Lack of cleanliness Medical records missing Single failure to meet care needs Staff attitude Poor communication	Delayed discharge Failure to meet basic care needs Minor medical error Incorrect treatment with no adverse outcome Staff/Team attitude Poor communication Miscommunication/ Misinformation	Multiple events resulting in serious harm to a user. May include: Fracture May often require a longer period of care and may involve other organisations Staff suffer from severe Bullying and Harassment	Events resulting in serious harm or death: Gross Professional Misconduct Abuse or Neglect Criminal Offence e.g. assault Serious systems failures resulting in harm
<b>Action for Contact Links</b>	<ul style="list-style-type: none"> <li>Complete Raising Concerns form</li> <li>Sign post as relevant</li> <li>Record &amp; monitor FTSU spread sheet</li> <li>Provide feedback to reporter</li> </ul>	<ul style="list-style-type: none"> <li>Complete Raising Concerns form</li> <li>Sign post as relevant</li> <li>Record &amp; monitor FTSU spread sheet</li> <li>Ensure raised on Datix</li> <li>Provide feedback to reporter</li> </ul>	<ul style="list-style-type: none"> <li>Complete Raising Concerns form</li> <li>Sign post as relevant</li> <li>Record &amp; monitor FTSU spread sheet</li> <li>Ensure raised on Datix</li> <li>Provide feedback to reporter</li> </ul>	<ul style="list-style-type: none"> <li>Complete Raising Concerns form</li> <li><b>Speak to FTSU Guardian ASAP</b></li> <li>Sign post as relevant</li> <li>Record &amp; monitor FTSU spread sheet</li> <li>Ensure raised on Datix</li> <li>Provide feedback to reporter</li> </ul>	<ul style="list-style-type: none"> <li>Complete Raising Concerns form</li> <li><b>Speak to FTSU Guardian ASAP</b></li> <li>Sign post as relevant</li> <li>Record &amp; monitor FTSU spread sheet</li> <li>Ensure raised on Datix</li> <li>Provide feedback to reporter</li> </ul>
<b>FTSU Guardian</b>	<ul style="list-style-type: none"> <li>Monitor Outcome</li> </ul>	<ul style="list-style-type: none"> <li>Line management will be informed via Datix</li> <li>FTSU Guardian to monitor &amp; enquire <b>outcome/progress with line manager</b></li> <li>Provide feedback to reporter/contact link</li> </ul>	<ul style="list-style-type: none"> <li>Line management will be informed via Datix</li> <li>FTSU Guardian to monitor &amp; enquire <b>outcome/progress with Head of Department</b></li> <li>Provide feedback to reporter/contact link</li> </ul>	<ul style="list-style-type: none"> <li>Line management will be informed via Datix</li> <li>FTSU Guardian to monitor &amp; enquire <b>concern/outcome/progress with Divisional Director</b></li> <li>Provide feedback to reporter/contact link</li> </ul>	<ul style="list-style-type: none"> <li>Line management will be informed via Datix</li> <li>FTSU Guardian to monitor &amp; enquire <b>concern/outcome/progress with Executive Director/Trust Board</b></li> </ul>
<b>Useful Information</b>	<b>Useful Policies</b> <ul style="list-style-type: none"> <li>Raising Concerns</li> <li>Bullying &amp; Harassment</li> <li>Grievance Policy</li> <li>Risk Management</li> </ul>	<b>Useful Contacts</b> <ul style="list-style-type: none"> <li>FTSU Guardian</li> <li>Staff Side</li> <li>Designated HR lead for Division</li> <li>Occupational Health</li> <li>Safe Guarding</li> </ul>	<b>Useful Activities/Signposting</b> <ul style="list-style-type: none"> <li>RWT Schwartz Rounds</li> <li>Occupational Health Counselling Support</li> <li>RWT Training i.e. Assertiveness</li> <li>Raising Concerns at Work Charity</li> </ul>		

[Type text]