

Freedom to Speak Report to Board

4 June 2018



Agenda Item No: 11.1

Trust Board Report

Meeting Date:	4 th June, 2018
Title:	Freedom to Speak Report to Board
Executive Summary:	This report provides a summary of the last 6months of Freedom to Speak Up activities and future plans for RWT.
Action Requested:	To Note
Report of:	Freedom to Speak Up Guardian
Author: Contact Details:	Neelam Mehay Neelam.mehay1@nhs.net
Links to Trust Strategic Objectives	Trust Objectives <ul style="list-style-type: none"> • To improve the culture of compassion, safety and quality in every department and service we offer • To have an effective, well integrated organisation which operates efficiently • To attract, retain and develop all employees and improve employee engagement year on year.
Resource Implications:	None
Equality and Diversity Assessment	Freedom to Speak and all activities involved will ensure that Equality and Diversity and Inclusiveness are embedded in the workforce. Protected Characteristics of staff raising concerns will be monitored by the Freedom to Speak Up Monitoring Form
Risks: BAF/ TRR (describe risk and current risk score)	
Public or Private: (with reasons if private)	Public Private-update if required
References: (eg from/to other committees)	
Appendices/ References/ Background Reading	
NHS Constitution: (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"> • Equality of treatment and access to services • High standards of excellence and professionalism • Service user preferences • Cross community working • Best Value • Accountability through local influence and scrutiny

Freedom to Speak Up

1 Introduction

Freedom to Speak Up (FTSU) has continued to campaign and further develop activities here at the Royal Wolverhampton NHS Trust. This report will outline the accomplishments of the FTSU programme and provide a summary of the following;

- Number of concerns raised, themes and outcomes
- Feedback of Datix: for Raising Concerns
- The recruitment of 5 additional contact link volunteers
- The link made with Trust Every Voice Matters campaign
- Regional Lead to the West Midlands FTSU Guardian Network
- National Updates

2 RWT Raising Concerns Data

Concerns Raised 2017/18

FTSU has continued support to staff that raise concerns via the FTSU Guardian and Contact Links. This section will highlight numbers of concerns raised in the last 6 months and provide information on themes and departments concerns have been raised of. It is the responsibility of the FTSU Guardian to record and monitor all concerns raised and report to RWT Board and National Guardian Office

The information presented in the table below is based on data collated by the FTSU Guardian and the Contact Links. The National Guardian office collect data from Trust at the end of each quarter, the following table provides a summary of information the National Guardian Office have requested of RWT for the financial year 2017/18;

2017/18	Q1	Q2	Q3	Q4
Total No Concerns Raised	6	8	13	12
No of those raised Anonymously	0	1	1	1
Cases with elements of patient safety/quality	2	3	8	3
Cases related to behaviours, including bullying/harassment	3	7	4	11
Cases where people indicate that they are suffering detriment as a result of speaking up	3	1	0	2
Received feedback from reporter	0	2	0	8
Asked from feedback 'Given your experience, would you speak up again?'	0	2	0	8

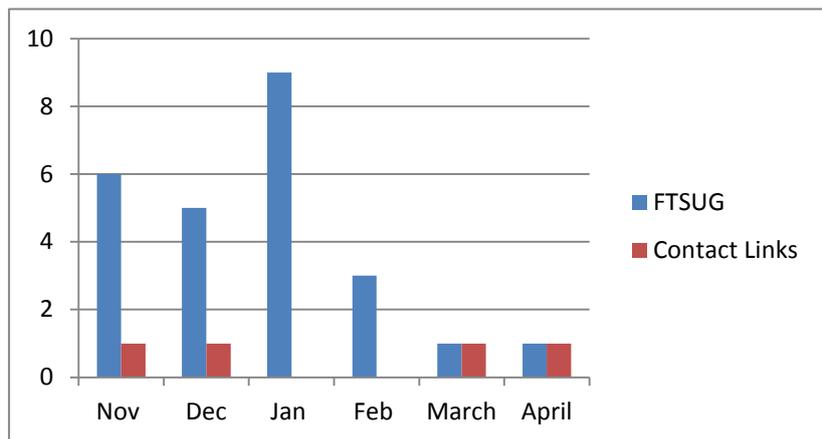
The data above demonstrates that recording and obtaining feedback is an area that needs improvement. The Freedom to Speak Guardian has since created a Survey Monkey email link with effect from 1st April, 2018. This will ensure feedback of the Guardian and Contact Links service offered to the individual raising concerns. Where access to email is not accessible to the staff member paper copies will made available.

November 2017 - April 2018: Concerns Raised

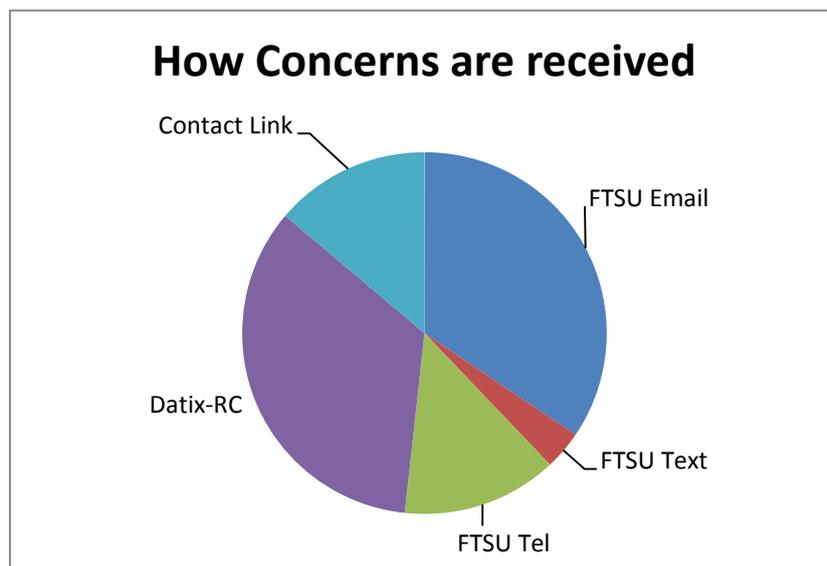
Total Number of Concerns Raised from November, 2017 to April 2018

FTSUG=25 Contact Links=4

Below is a breakdown per month of the number of concerns received and the pie chart indicates routes through which concerns have been received. January saw a peak in the number of concerns raised which may be as a result of winter pressures in the NHS.

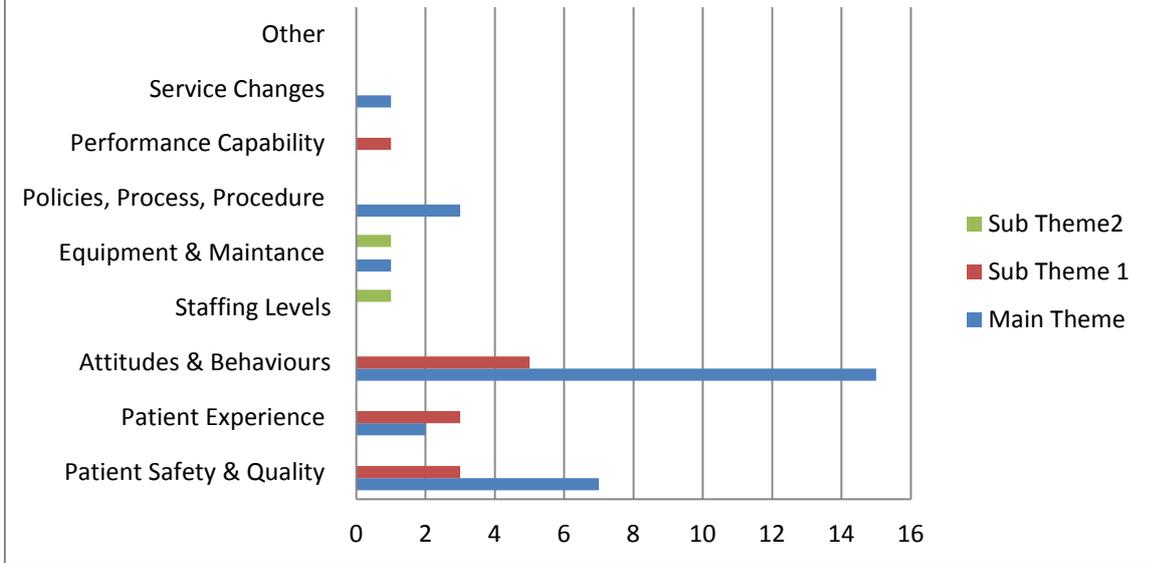


The majority of concerns are raised through the FTSU Guardian and email is the channel most staff members are choosing to first speak to the Guardian to raise a concern. Datix has also shown a route through which staff are raising concerns.



It is vital that the nature/theme of the concern is recorded and it is clear from the information presented here that **Attitudes and Behaviours** dominate the nature of the concerns that have been raised. Below highlights the themes of concerns raised these past 6 months. Most concerns will not have only one theme attached their concern and often have 1 or 2 sub-themes.

Themes of Concerns Raised

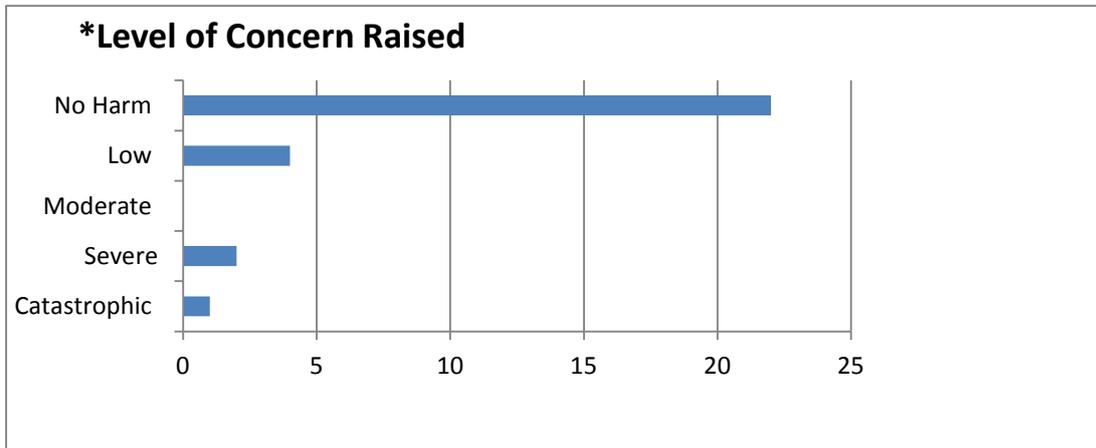


Severity of Concerns

**The level of concerns have been recorded based on the case presented at the time to The FTSU Guardian.*

Concerns recorded as Catastrophic and Severe Harm have been escalated to executive level. Feedback from staff has been that they felt listened to, concerns were acknowledged and where possible informed the FTSUG of what action has been taken which in this case has been an RCA, or the reporter has been informed how the concern will be dealt with.

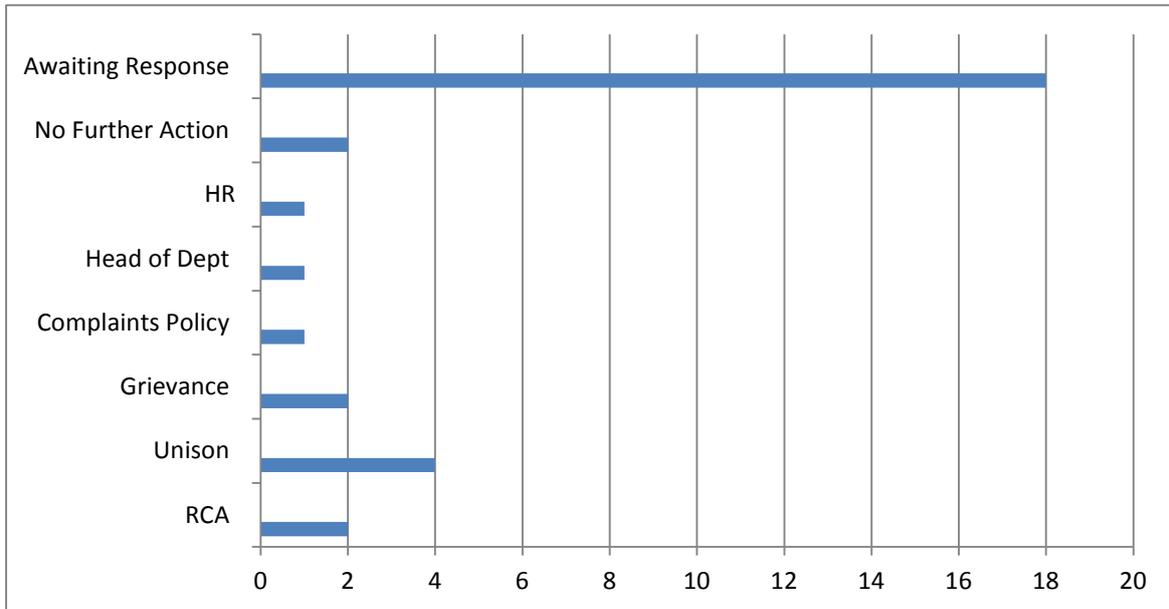
***Level of Concern Raised**



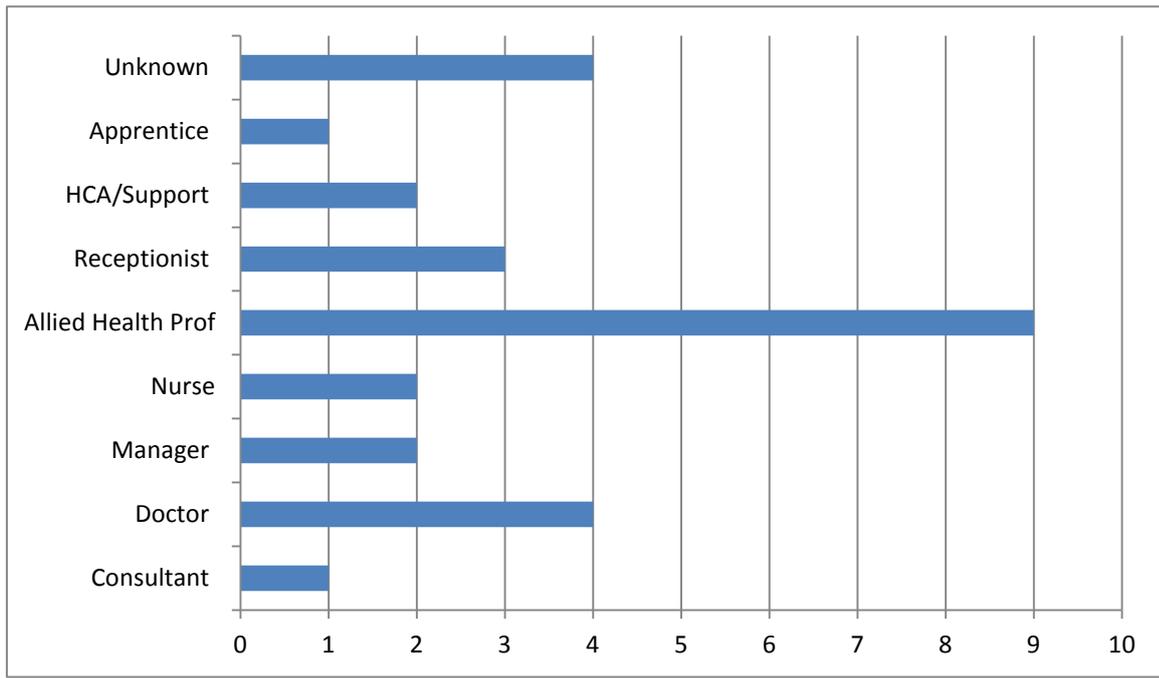
Concerns relating to No Harm or Low Harm have taken longer to receive outcomes /responses from management involved.

Outcome of concerns raised

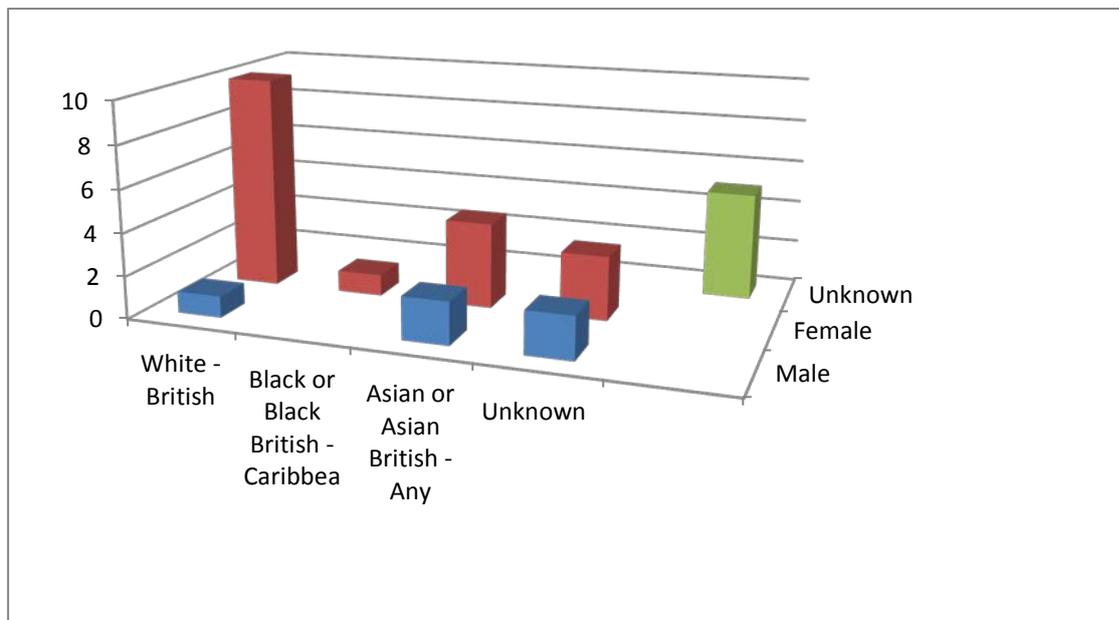
All cases that are presented to the FTSU Guardian are signposted or escalated to the relevant level of management. The FTSU Guardian aims to receive a response and feedback on what local action has been taken to address the concerns raised. The table below indicates that the FTSU Guardian is awaiting a response to 18 cases. These cases also belong to either a No Harm or Low Harm category. In some cases, staff members reporting concerns have not provided the Guardian with feedback, as they will have been empowered or sign posted to raise their concern with their line management which may be another indicator for the high numbers of cases 'awaiting response'.



Who is Speaking Up at RWT



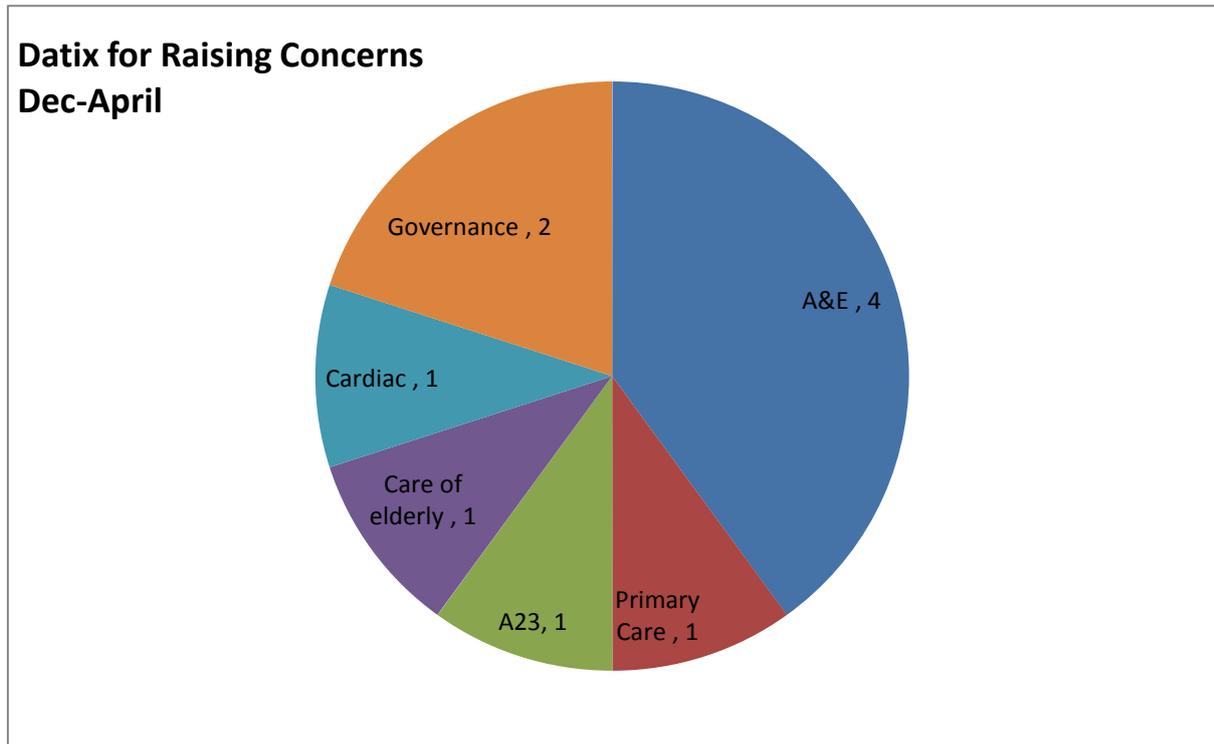
These charts show the types of staff group who are speaking up and raising concerns and also the gender and ethnic breakdown of the reporters.



Datix for Raising Concerns

Datix for Raising Concerns went live December 2017 on the Trust Intranet Home Page. The link since Feb 2018 was moved under the FTSU Webpage, as a number cases reported in the first months were *incidents* and not *raising concerns*.

To date 10 concerns have been raised via this route.



This system enables the reporter to raise concerns anonymously, but is required to complete the department the concern relates to. The chart above indicates the number of concerns raised according to the department. Concerns raised for departments, Governance and Cardiac have been raised anonymously. Subsequently, in addressing the concerns raised of Governance, the Head of Governance, FTSU Guardian and HR Advisory Team are working together to respond to the 2 concerns which relate to Attitudes & Behaviours. The majority of concerns raised via this Datix have been sent to the Group Manager/Clinical Director to investigate or take local action.

3 Contact Link Update

The FTSU Guardian and Non Exec Director have appointed 5 Contact Links before the end the last financial year. Training and the launch for the new contact links have been arranged July 2018.

The new contact links include a range of different grades and job roles including one member from the Cannock site.

We now have a total of 13 Contact Links who will support the Freedom to Speak Up agenda at RWT and will work closely with the Guardian to deliver team briefings and communications

	As part of the launch of the new and existing Contact Links, we will also begin a communication campaign and revisit the Survey –A Vision for Raising Concerns that was completed March 2017.
4	Equality, Diversity & Inclusion
	<p>FTSU continues to make links with the Trust <i>Every Voice Matters Campaign</i>. Recruitment for Contact Links was undertaken at the same time as the Trust Cultural Ambassadors and Employee Forum Networks.</p> <p>This partnership approach has been a positive step forward and was recently shared with the West Midlands FTSU Regional Network, where it was well received.</p>
5	Regional & National Updates
	<p>RWT FTSU Guardian continues to work as the Regional Lead for the West-Midlands FTSU Guardians Network.</p> <p>The National Guardian Office has since completed 2 Case Reviews and in addition has issued Trust Board Guidance and a universal Job Description.</p>
6	Next Steps
	<p>The FTSU Guardian priorities for the next 6 months will be</p> <ul style="list-style-type: none"> • Training for the Contact Links • Publicity & Campaign of FTSU/Contact Links • FTSU Survey (a repeat of the survey undertaken March 2017) • Ensure Feedback is collected from all cases presented to FTSU/Contact Links • Continue to support West Midlands Regional FTSU Network as Regional Lead