

TRUST BOARD
3 FEBRUARY 2022

AGENDA ITEM	18.1	
TITLE OF PAPER	Freedom to Speak Up Guardian Annual Report	
Confidential	NO	
Suitable for public access	YES	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED		
People Committee		
<u>STRATEGIC OBJECTIVE(S):</u>		
Quality Of Care	√	
People	√	
Modern Healthcare	√	
Digital	√	
Collaborate	√	
EXECUTIVE SUMMARY		
<p>Background & Methodology This report details the activity and learning from the work of Ashford and St. Peter's Hospitals (ASPH) Freedom to Speak Up (FTSU) Guardian and in collaboration with other departments. This report was compiled with evidence from concerns received whether face to face, over the phone or from Incident forms. Information was also gathered from whistleblowing and formal processes.</p> <p>Key Learning The main themes that are covered by the FTSU logs focuses on Performance, Quality, patient experience, service changes attitude and polices and a new theme was added which is worker safety due to the pandemic.</p> <p>The top 3 themes common to, incidents and complaints also feature in FTSU Guardian concerns:</p> <ol style="list-style-type: none"> 1. Policies and Procedures 2. Attitudes 3. Staffing <p>Improvements needed in these areas will promote achievement of the Trusts Strategic Objectives. Key improvement and learning work are being delivered via Quality Priorities, the People Strategy and Safety Team initiatives.</p> <p>National Guardians Office There has been a new National Guardian appointed Dr. Jayne Chidgey-Clarke, she has a background in Nursing, non-executive and executive director in healthcare and was also a FTSUG. National FTSU Statistics:</p> <ul style="list-style-type: none"> • Pledges received 1,300 		

- The annual Survey is due in March 2022
- Q2 FTSG national data submitted saw 55% and 95% of that was from NHS Trusts
- New guidelines are being updated and new eLearning modules will be available by the next year.
- Mentorship is being introduced for Guardians at least 35 mentors to start off with.
- Professional Nurse Advocate modelling to be encouraged with courses in coaching.
- Restorative supervision is also being considered along with refresher training on a National level.
- eLearning summary
- Modules 1:4K completed
- Module 2:1.1K completed
- Organisations own eLearning 26K

Future Developments

There is misconception about my role as the FTSUG and so moving forward more materials will be provided trust wide to improve awareness that will hopefully increase engagement as well. There will be more integration of the FTSU role with other departments to help staff improve their wellbeing.

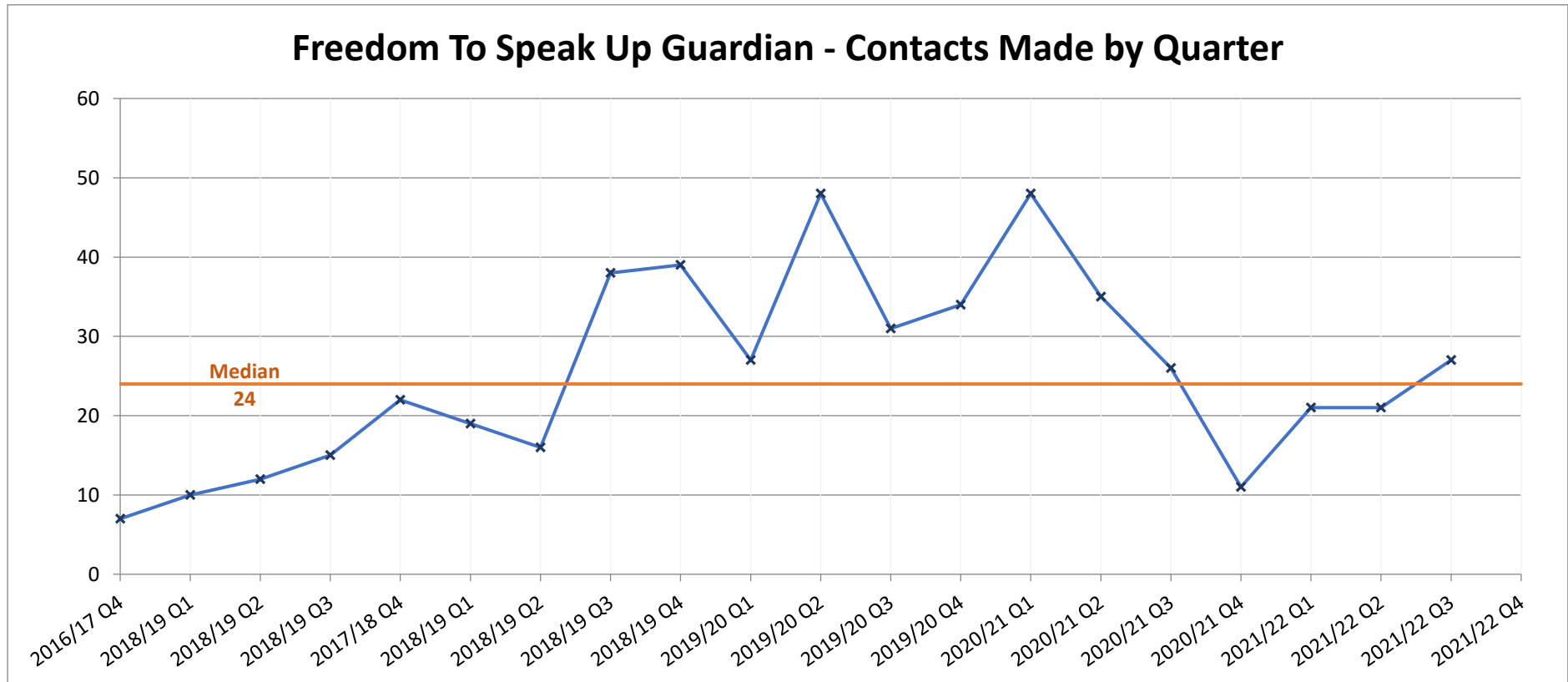
RECOMMENDATION:	<i>Receive</i>
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SPECIFIC ISSUES CHECKLIST:

Quality and safety	Raising concerns
Patient impact	Quality Improvement
Employee	Staff experience
Other stakeholders	National Guardians Office, CQC, NHSI,
Equality & diversity	The Trust has a duty under the Equality Act 2010 to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people from different groups.
Finance	N
Legal	Y
Link to Board Assurance Framework	Y
AUTHOR NAME/ROLE	Erica Jarrett Freedom to Speak Up Guardian.
PRESENTED BY DIRECTOR NAME/ROLE	Arun Thiyagarajan, Non-Executive Director and Freedom to Speak Up Guardian.
DATE	January 2022
BOARD ACTION	Assurance

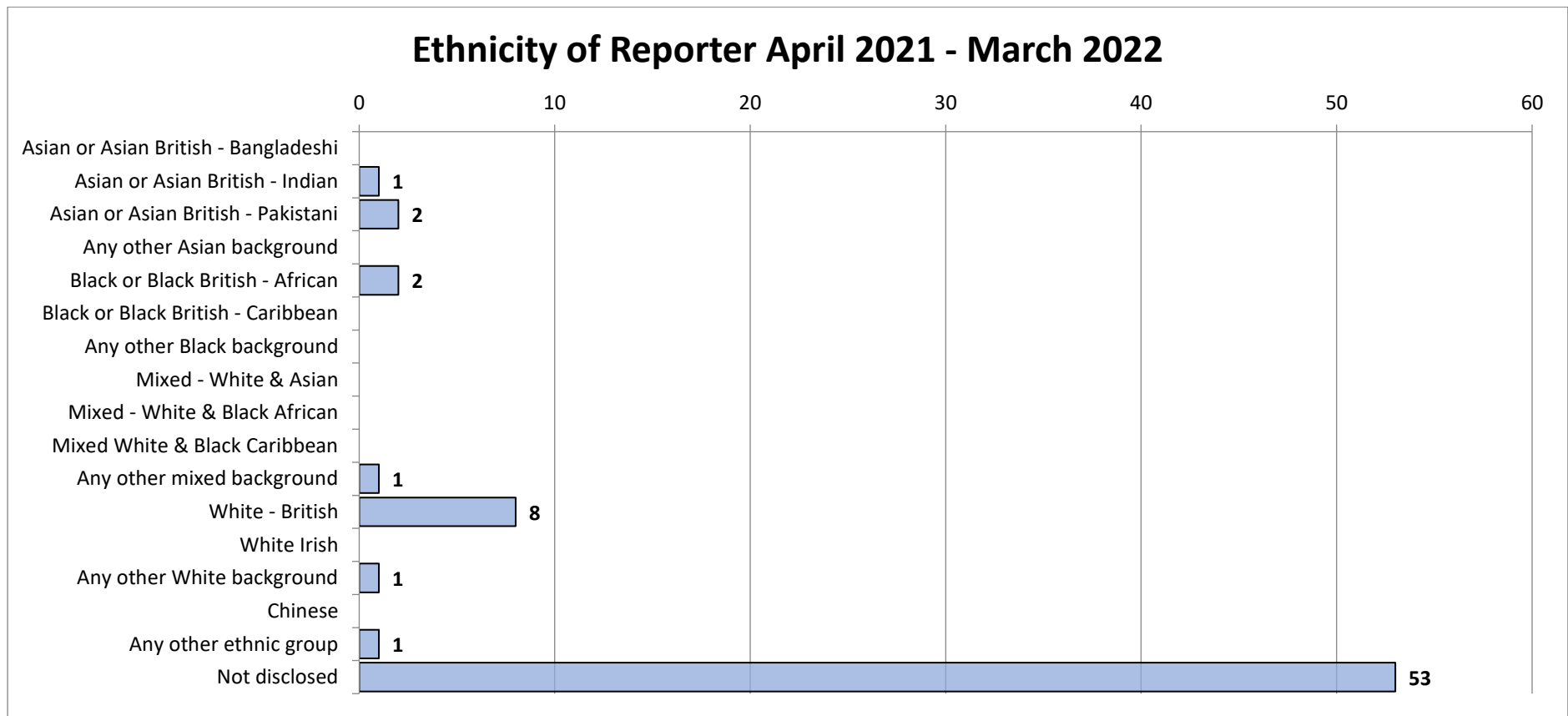
CONTACTS MADE BY FTSUG

The contacts graph below depicts the number of contacts per Quarter since 2016, however the focus is on the later portion of the graph. There is a noticeable decline in contacts at the end of the Quarter 3 and into Quarter 4. There is a steady flow of contacts between Q1 and Q2 with a steady increase in Q3 which is ongoing now.

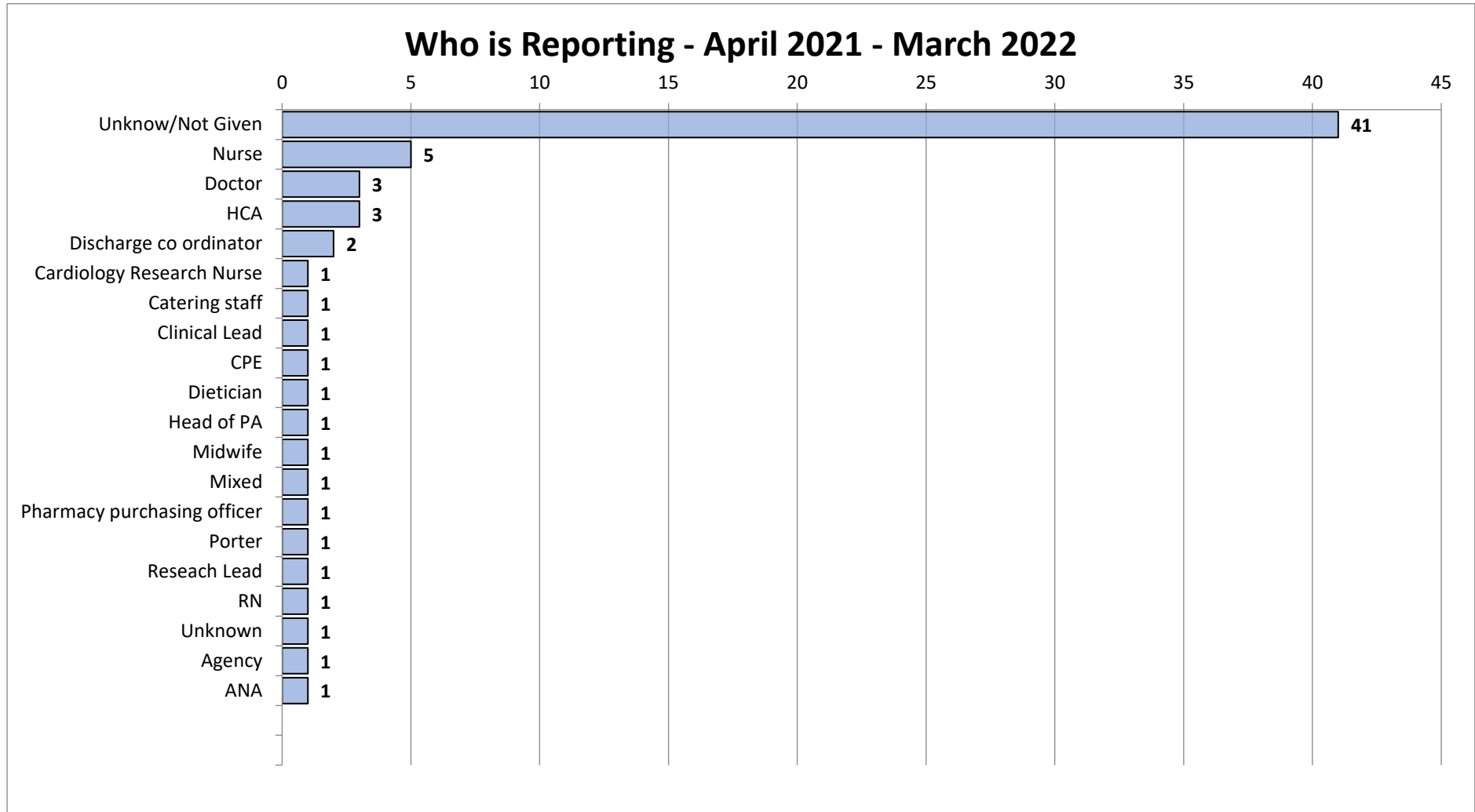


ETHNICITY

A Large number of concerns are being reported is anonymous or their ethnicity is not mentioned, this makes it difficult to be fully able to capture all ethnicities making reports.



Major concerns raised are done through the Datix portal and completed anonymously. This makes it difficult to provide feedback on concerns raised and to know whether the reporters were happy with solutions implemented.



MOVING FORWARD

There is ongoing training being done for staff and Managers to improve communication and over all well- being that will benefit the Trust. Independent audits are being done or will be done if not in progress and gaps will be addressed. As the FTSUG I intend to have ongoing teaching/articles about my job role and increase engagement on both sites as there is still fear of detriment in speaking up.