

# National Guardian Freedom to Speak Up

## What The Audit Committee Needs to Know

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6<sup>th</sup> March 2017



# Aims for the session

National Guardian  
Freedom to Speak Up

- Background to the role
- National context
- Local Implementation and my experience so far
- Themes and learning
- Questions and (some) answers!

# Mid Staffordshire

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Hundreds of hospital patients died needlessly as a result of substandard care and staff failings at 2 hospitals in Mid Staffordshire between January 2005 and March 2009



‘The Mid Staffordshire trust, which runs Stafford Hospital, lost sight of its responsibility to provide safe care. In the wards, people lay starving, thirsty and in soiled bedclothes. Patients' buzzers would drone endlessly, unanswered’.

Daily Telegraph (6 February 2013)

# Whistleblowers

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## Helene Donnelly

After one particularly fraught shift in 2007 – during which she had been sworn at by one of the sisters she made a statement setting out her concerns.

But she faced criticisms from some of her colleagues for speaking out and was warned to “watch her back”. She said “threats to my physical safety were made.”

Nursing Times – 17 October 2011

# Sir Robert Francis QC

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- Mid-Staffordshire Public Inquiry (2010 – 2013)
- Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry (February 2013)
- Freedom to Speak Up review (February 2015)



## Freedom to **speak up**

An independent review into creating an open and honest reporting culture in the NHS

**Sir Robert Francis QC**

February 2015

# Sir Robert Francis QC

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# FTSU Guardians

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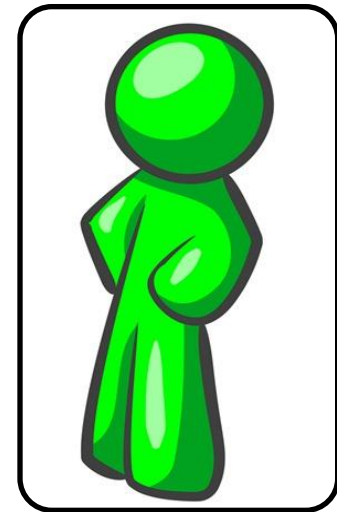
Will work alongside trust leadership teams to support the organisation to become a more open and transparent place to work where all staff are actively encouraged and enabled to speak up safely.





# Freedom to Speak Up Guardian experience

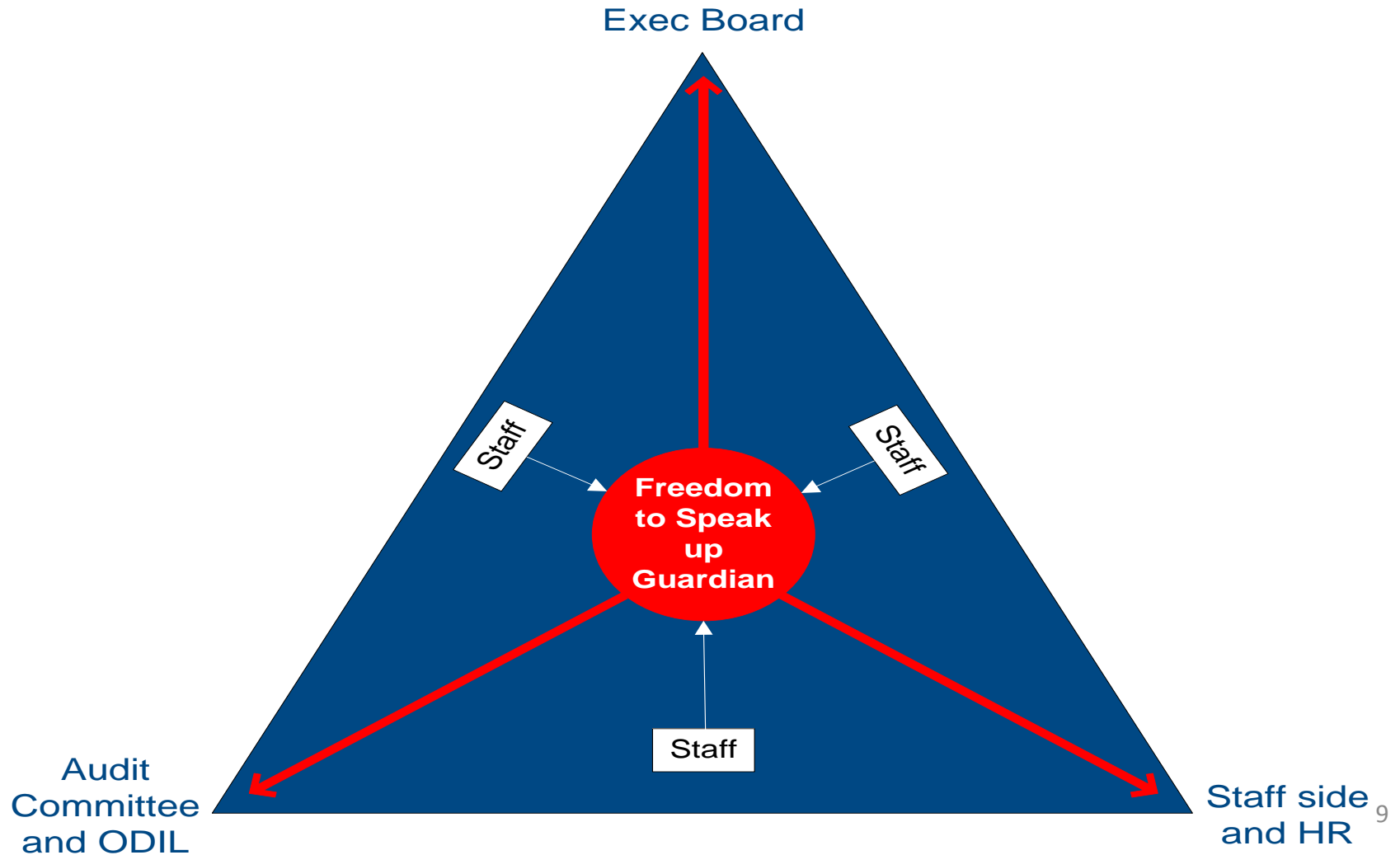
## Why I wanted to be a guardian





# Local Implementation

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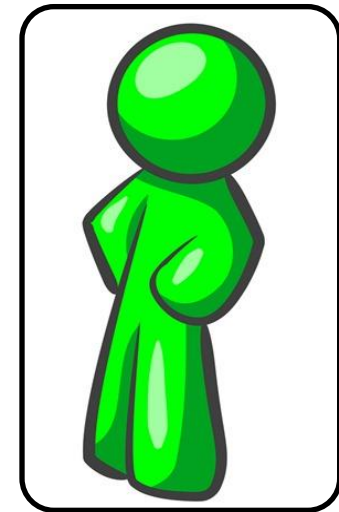
# Audit and Review Key Measures

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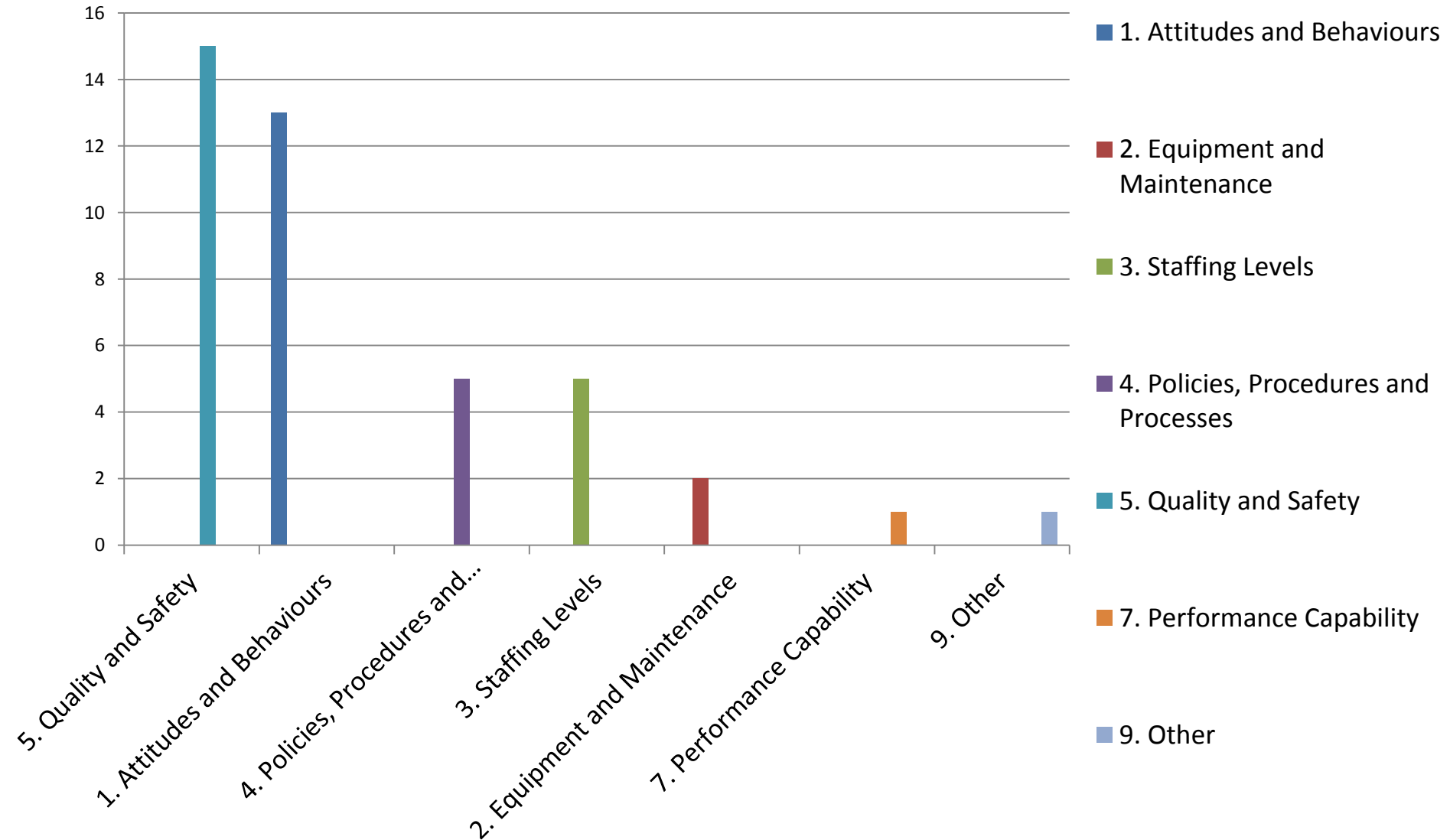
- Number and types of concerns raised and outcomes of investigations
- Any relevant litigation
- Staff awareness, trust and confidence in arrangements
- Lessons learnt/shared
- Feedback from individuals who have raised concerns

# Freedom to Speak Up Guardian experience Themes

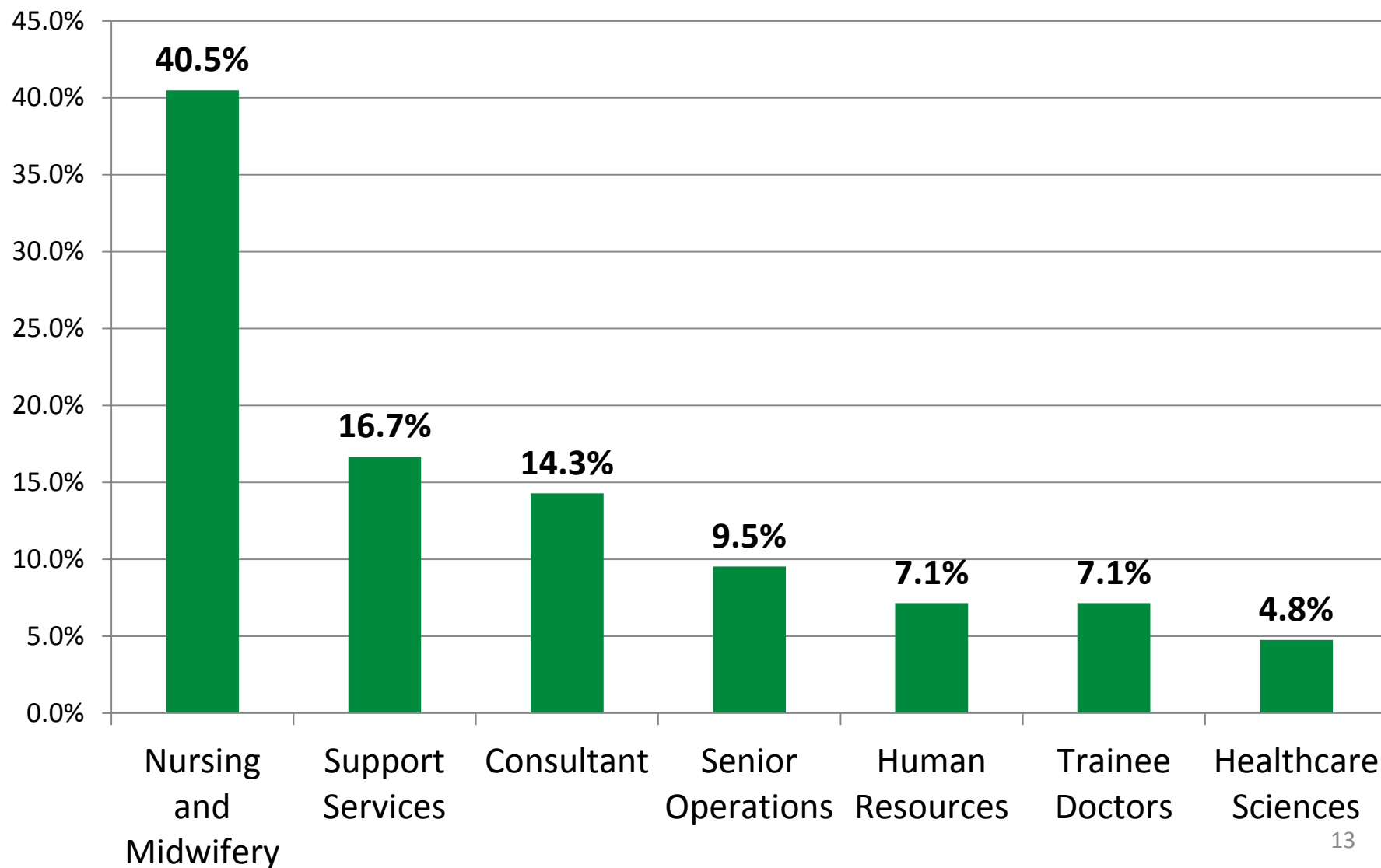
- PIDA classification
- Attitudes & behaviours
- Policies, procedures, processes
- Quality & safety
- Equipment
- Patient experience
- Staffing levels



## Main themes



Reports by role type



# Freedom to Speak Up Guardian experience

## Working with Audit Committee

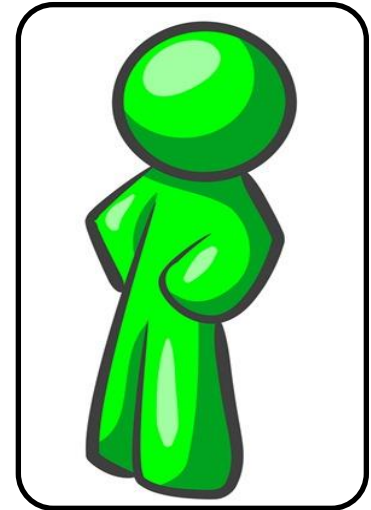
Regular sharing with IA:

- Themes/concerns
- Systems and processes weaknesses
- Review of current freedom to speak up/whistle-blowing policy and processes,
- Benchmarking staff survey –running staff surgeries

# Freedom to Speak Up Guardian experience Assurance for Audit Committee

## Concerns are:

- Identified
- Addressed
- Actioned
- Lessons learnt and shared

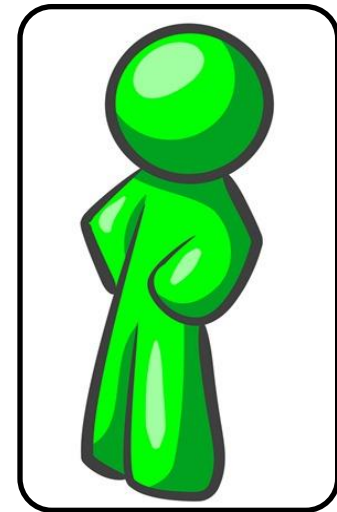




# Freedom to Speak Up Guardian experience

## Learning not blaming

- Case Studies
- Future audit plans
- Responding 'in year'



# **Freedom to Speak Up Guardian experience Early Evaluation**

**How did you find out about the Freedom to Speak Up Guardian role?**

30% 'Staff intranet' / 60% 'Staff newsletters'

**How did you find the response from the Guardian?**

100% said 'very helpful'

**Did you feel your concerns were taken seriously?**

100% said 'Yes'

**Did you receive regular feedback from the Guardian?**

100% said 'Yes'

**Has your concern been addressed?**

70% said 'Yes' / 30% said 'in part'

**Did you feel you were treated confidentially?**

100% said 'Yes'

**Have you suffered any detriment as a result of raising your concern?**

100% said 'No'

**Based on your experience of raising a concern, would you do it again?**

100% said 'Yes'

# Freedom to Speak Up Guardian experience

"Thank you for all of your support. I do think your role was really important and helped me throughout my experience – even if it was a very difficult one for me!"

"Thank you so much Lisa. Thank you for listening to me, allowing me to feel supported and your time"

"It is hard to describe how much of a relief it was to speak and be properly heard"

"Many thanks for your time- just talking things through with you gave me the courage to deal with this"

"Thanks so much for listening! Everyone was keen to know how we had got on and is relieved to know that you took our concerns seriously. It is a relief just to have sat down and acknowledged that we have a problem"

"Thank you for your email and for meeting with me. I really do appreciate your advice and support"

"I feel reassured that I have voiced my concerns"

"it has given us hope that improvement is on the way"

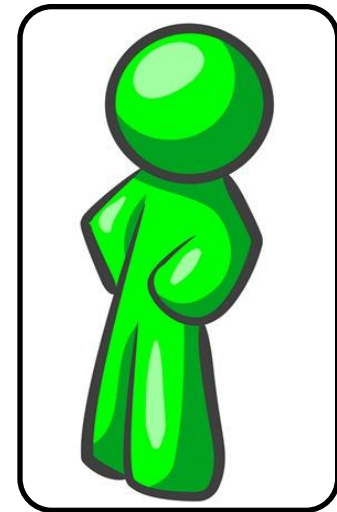
"Someone who not only gave us their word but delivered too. Thank you very much indeed for speaking up on behalf of our team"

"Thanks again for your help. I really believe it has helped at present"

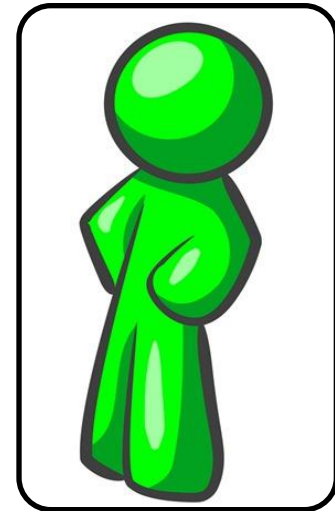
# Freedom to Speak Up Guardian experience

## Early Days ....

## Lots to learn!



# Questions??



*LUNCH 12.30 -1.30*

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