

Establishing the Freedom to Speak Up Guardian in Surrey & Sussex NHS Trust

SASH Public Board Meeting

31 August 2017

Catherine Sharpe Freedom to Speak up Guardian



What influenced my decision to be FSUG

- Clinical role since 1994, SASH since 2007
- History of raising concerns in clinical role
- Core values and morale code
- Personal and professional experiences of raising concerns
- Truly believe in the speak up agenda

Objectives of presentation

- To introduce the Board to the Freedom to Speak up Guardian role and its purpose
- To give insight into the first 8 months activity
- To give an overview of plans for the next 3 months
- To provide the board with initial insights from early conversations
- To obtain board support for the role and active involvement in supporting speaking up activity

Role and Purpose

- The Freedom to Speak Up (FTSU) Guardian works alongside trust leadership teams to support the organisation in becoming a more open and transparent place to work, where all staff are actively encouraged and enabled to speak up safely.
- A culture of speaking up is instilled throughout the organisation
- Speaking up processes are effective and continuously improved
- All staff have the capability to speak up effectively and managers have the capability to support those who are speaking up
- All staff are supported appropriately when they speak up or support other people who are speaking up
- The Board is fully sighted on, and engaged in, all Freedom to Speak Up matters and issues that are raised by people who are speaking up
- Safety and quality are assured
- A culture of speaking up is instilled throughout the NHS

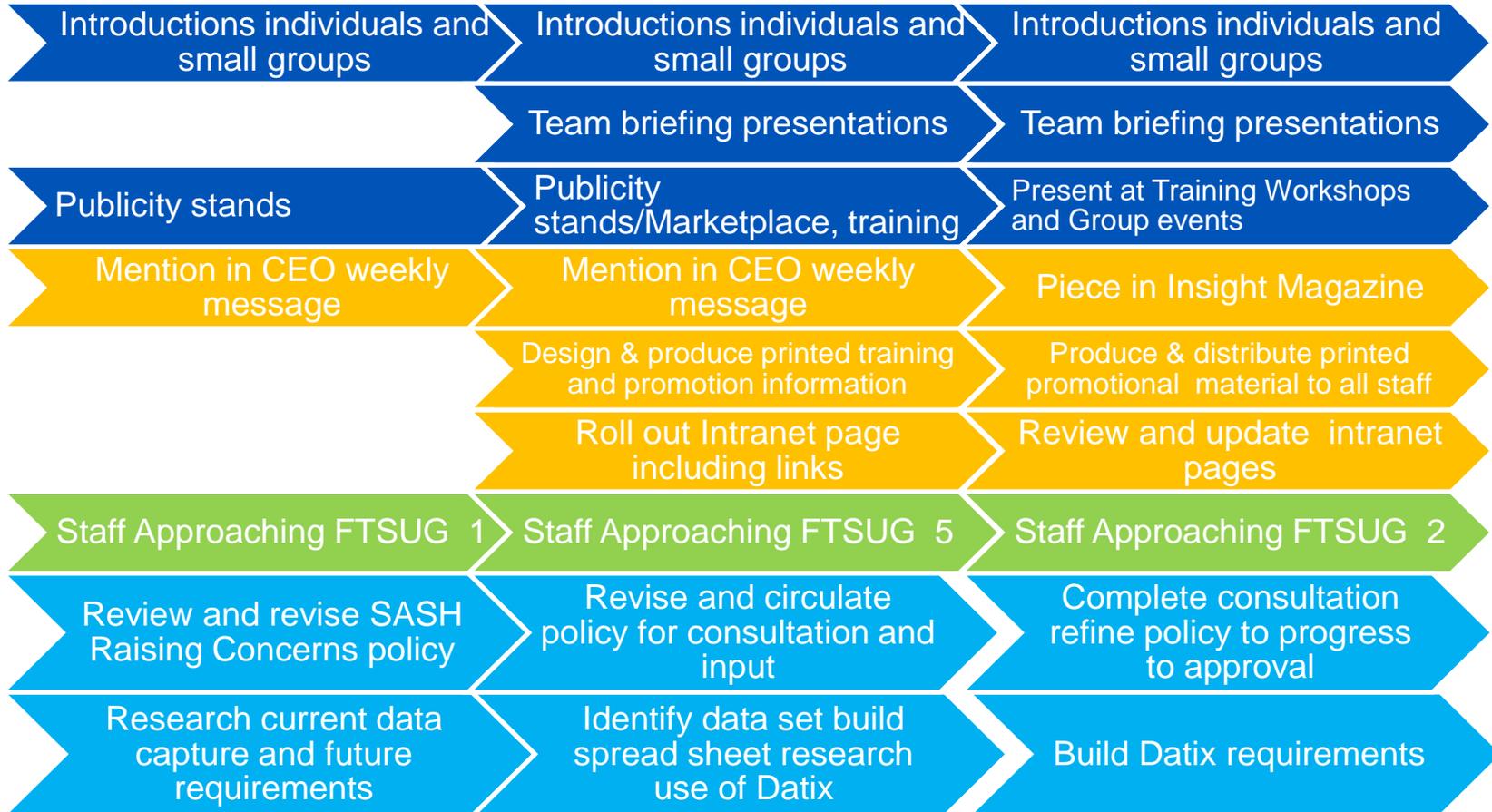
National Guardian's Office

Beginnings

Jan-March

Apr-June

July-Aug



Face to face activity

Electronic or printed activity

Supporting speaking up

Data collection & governance



Next Steps Sept-Dec

Supporting Speaking Up

Assuring Speaking Up

Building Culture

Increase visibility, team meetings, Working hours guardian/clinical activity	Review and refine policy to progress as appropriate	Run small group conversations to inform addressing concerns guidance
Provide articles to Insight Magazine and weekly communications	Maintain up to date records of on going support activity	Build guidance tools to respond to SASH needs
Add to and refresh FTSU intranet pages, e.g training dates, topical piece	Continue to provide training on Raising Concerns. Work to increase uptake	Engage leadership – can we speed up investigations & close feedback loops
Design printed information to supplement intranet, Wards, Doctors	Agree reporting structures and timing with CEO/Board/Committees etc.	Provide input to include speaking up as part of induction refresh
Continue to support individual staff, increase access for vulnerable staff	Lead on Anti-Bullying and Harassment Campaign	Encourage development of core management skills tool kit
Work with leaders/specialist teams to act on concerns		Provide communication pack for use by anyone at team events
Build accessibility to one to one support <ul style="list-style-type: none"> Datix as another channel to access FTSUG Develop role profiles, recruit and train volunteer advocates 		

Face to face activity

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Building culture activity

How can the Board promote Speaking Up?

- Observations from my early conversations
 - Amazing people with integrity and desire to do the right thing
 - Concerns about staff survey responses being traceable
 - Management capability and training
 - Leadership-positive experiences, CEO/Chairman CEO weekly message
- How the Board can support
 - Adequate support & training for staff with new line management responsibilities
 - Learn more about speaking up and how you can make a difference
 - Actively support those in your teams who are speaking up or investigating concerns and ensure there is proper feedback
 - Get involved in opportunities to listen to what staff are saying and take appropriate action

Preparation for CQC-Well Led

- Other local FSUG's provide cover for Annual leave
- Training records, dates training offered, attendance records
- Records of audit, team and divisional meeting attendances/presentations
- Raising Concerns policy ratification
- Modes of communication, email, telephone, face to face, marketplace
- Efforts to engage, be available for minority and vulnerable groups

Challenges/Opportunities

- Access to detail of investigations
- Training uptake, flyers, team meetings attendance
- Effective and resourceful means of increasing visibility and credibility
 - Insight magazine
 - Screensavers
 - Team talk presentation

Concerns raised to date:

- Number: 9 (1 in November 2016)
- Themes:
 - Attitudes and behaviours (7)
 - Quality & Safety (3)
 - Policies & procedures (1)
- Raised by:
 - Anonymous (1)
 - Admin/Clerical (5)
 - Manager (1)
 - Clinical (2)

• Questions?