

**AGENDA ITEM 10 – FREEDOM TO SPEAK UP REPORT
BOARD OF DIRECTORS 4 APRIL 2019**

Report title	Quarterly Freedom to Speak up report
Report from	Ian Tombleson, director of quality and safety
Prepared by	Ian Tombleson, director of quality and safety
Previously discussed at	
Attachments	None
Link to strategic objectives	We will have an infrastructure and culture that supports innovation We will attract, retain and develop great people We will pioneer patient-centred care with exceptional clinical outcomes and excellent patient experience

Executive summary							
This paper provides a new quarterly Freedom to Speak up (FTSU) report to the Trust Board and covers quarters 3 and 4 of 2018/19 (from 1 September 2018) from when the new FTSU guardians became fully operational. Going forwards this report will be produced every quarter. The report provides assurance that FTSU guardians are in place, that they are accessible and staff are able to raise concerns. The numbers of concerns raised and the broad themes are set out in the report.							
Quality implications							
The Trust's approach to developing and supporting a 'speaking up' culture is a key element of the CQC well-led framework. If staff feel that they are supported in raising concerns in a safe environment, and that their concerns are acted on, then this will have a positive impact on patient safety and improve the trust's ability to learn lessons from incidents and support good practice.							
Financial implications							
There are no direct financial implications arising from this paper.							
Risk implications							
There are a number of risks to having a culture where staff do not feel able to safely voice their concerns. There are potential impacts on patient safety, clinical effectiveness and patient and staff experience, as well as possible reputational risks and regulatory impact.							
Action Required/Recommendation							
The Board is asked to:							
<ul style="list-style-type: none"> Discuss and note the content of the paper. 							
For Assurance	✓	For decision		For discussion	✓	To note	✓

1. Summary

This paper provides a new quarterly Freedom to Speak up (FTSU) report to the Trust Board and covers quarters 3 and 4 of 2018/19 (from 1 September 2018) from when the new FTSU guardians became fully operational. Going forwards this report will be produced every quarter. The report provides assurance that FTSU guardians are in place, that they are accessible and staff are able to raise concerns. The numbers of concerns raised and the broad themes are set out in the report.

2. Background

All NHS trusts are required to have FTSU guardians and a policy setting out FTSU arrangements. From September 2018 there have been five FTSU guardians in place:

- Dr Ali Abbas, locum consultant, City Road and St George's
- Farhana Sultana-Miah, deputy general manager, Moorfields North
- Carmel Brookes, leader nurse for clinical innovation and safety, City Road
- Aneela Raja, optometrist, Bedford
- Ian Tombleson, director of quality and safety (lead guardian).

If individuals are not confident to raise concerns via these guardians, or their concern is about the guardians themselves or is at an executive/board level, then these can be raised with Steve Williams vice chairman of the trust board and senior independent director.

Moorfields has a FTSU policy, dated May 2018, which sets out the scope of our arrangements. FTSU has a much broader definition than the previous term 'whistleblowing', which was often only used in the most extreme of circumstances and was viewed negatively. FTSU is viewed as way to provide additional support to staff.

Examples of potential FTSU concerns in the policy include, but are by no means restricted to:

- Unsafe patient care
- Unsafe working conditions
- Inadequate induction or training for staff
- Lack of, or poor, response to a reported patient safety incident
- Suspicions of fraud
- A bullying culture (usually across a team)
- A criminal offence has been committed, is being committed or is likely to be committed
- That the environment has been, is being, or is likely to be damaged.

FTSU guardians meet regularly to discuss the impact of their role and how to make themselves available and accessible to staff who require their services, including what communication routes should be used. One example during quarter 4 is that two of the guardians spent time at Bedford speaking to the Moorfields team and subsequently staff raised a concern. Guardians also have regular catch-ups with the Chair and Chief Executive to discuss how the process is functioning, activity and key themes.

3. Concerns raised during Quarters 3 & 4 2018/2019

The experience of the FTSU guardians during quarters 3 and 4 is that in practice guardians provide staff with someone to go to if they wish to raise a concern that they believe is serious and they are unable to resolve themselves without additional impartial support.

During the quarter 3 period, 1 September 2018 to 31 December 2018, a total of 7 concerns were raised. The table below indicates the broad themes they covered. Often concerns cover more than one area and these have been indicated as primary and secondary themes.

Theme	Primary	Secondary
Culture/Behaviour ¹	4	
Process ²		
Training		
Patient safety/quality ³	3	All 3 of these also contained concerns about behaviour/communication
Total	7	

During the period of 1 January to 31 March 2019 a total of 11 concerns were raised.

Theme	Primary	Secondary
Culture/Behaviour ¹	6	One patient safety/quality issue was raised, was investigated, and was found not to be an issue
Process ²	3	
Training	2	
Patient safety/quality ³		
Total	11	

1 = definition includes a range of behaviours from poor management visibility, poor communication, putting staff under undue pressure, potential bullying and harassment and poor working culture

2 = definition includes issues around what process is required or whether a specific process has been followed

3 = definition includes a very wide range of issues from potential concerns about specific harm to patients, to service quality, to poor customer care.

It is important to note that no serious patient safety concerns were raised (where death or harm had been or was about to be caused directly to patients).

At Moorfields the role of the FTSU, in line with the training received from the National Freedom to Speak Guardian's office, is to find a way to resolve the concerns raised. This usually means signposting the staff member (or members of staff) to obtain specific advice, and/or discussing with line management so they are in a position to investigate and achieve resolution. The role of the FTSU guardians would not normally be to investigate concerns unless exceptional circumstances require it. All concerns have been followed up, or are in the process of being followed up, and where possible feedback is provided to staff members.

4. Recommendation

The Board is asked to note that the FTSU guardians are in place and appear to be accessible to staff. There are processes in place to resolve concerns as they arise. The Chair and Chief Executive have regular confidential conversations with FTSU guardians to keep them informed about activity and themes.

Ian Tomblison
Director of Quality and Safety
28 March 2019