

Board of Directors Meeting in Public

Subject:	Freedom To Speak Up		Date: 1 st February 2024		
Prepared By:	Kerry Bosworth – Freedom To Speak Up Guardian				
Approved By:	Sally Brook Shanahan, Director of Corporate Affairs				
Presented By:	Kerry Bosworth – Freedom To Speak Up Guardian				
Purpose					
The purpose of this paper is to provide an update to the SFH Board on the Freedom to Speak Up Agenda within the Trust and provide assurance about the Speaking Up service.				Approval	
				Assurance	x
				Update	x
				Consider	
Strategic Objectives					
Provide outstanding care in the best place at the right time	Improve health and well-being within our communities	Empower and support our people to be the best they can be	To continuously learn and improve	Sustainable use of resources and estate	Work collaboratively with partners in the community
x		x	x		
Principal Risk					
PR1	Significant deterioration in standards of safety and care				x
PR2	Demand that overwhelms capacity				
PR3	Critical shortage of workforce capacity and capability				
PR4	Failure to achieve the Trust's financial strategy				
PR5	Inability to initiate and implement evidence-based Improvement and innovation				
PR6	Working more closely with local health and care partners does not fully deliver the required benefits				
PR7	Major disruptive incident				
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change				
Committees/groups where this item has been presented before					
People Committee Jan 2024					
Acronyms					
Abbreviations used-					
SFH – Sherwood Forest Hospitals					
EDI – Equality, Diversity & Inclusion					
FTSUG - Freedom To Speak Up Guardian					
FTSU - Freedom To Speak Up					
NGO - National Guardians Office					
OD - Organisational Development					
OH - Occupational Health					
NHSE - NHS England					
AHP – Allied Healthcare Professional					
IEN- International Educated Nurse					
Executive Summary					
This report provides a review of speaking up cases for Q2 and 3 2023/24 and overview of all quarters to date this financial year. Assurance in relation to the FTSU provision at SFH is also provided. Learning and improvement actions taken from concerns are reported and highlighted and feedback included. National benchmarking regarding cases per quarter per all Trust is included and the national news regarding FTSU.					

From April 23 to end of quarter there were 117 concerns raised with the FTSU Guardian. People profiles are included.

FTSU is represented across all the Divisions. Nursing/ Midwifery and Admin/Clerical colleagues have raised the most concerns.

Worker Safety & Wellbeing category has the most concerns as a theme. Examples include poor behaviours in teams from leaders and/or colleagues, Trust Care Values not being upheld, staff feeling unsupported and uncared for in processes and when raising concerns and when attempting to reach a resolution locally. Length of process in informal concerns impacting work and health and options outside of formal processes limiting resolution. Follow up care post speaking up is poor, especially where no facts or resolution of grievance found. Burnout and moral distress are presenting in the concerns too – workers unable to do their role to the best of their ability and the stress around this.

Patient Safety and Quality concerns involve patients cared for in areas that lack experience / skills to best care for the patient overcrowding and impact on patient safety/ experience and wellbeing of staff caring in these circumstances and challenges in maintaining quality of care.

EDI concerns surrounding colleagues with disabilities have decreased. IENS and colleagues post programme have been speaking up more but remain barriered and reluctant to allow escalation.

Actions taken include:

Concerns regarding the EDI Agenda have been supported by the People Team and the EDI Lead, for training and education purposes and to focus proactive engagement.

FTSU will feature within the new Leadership Development Framework – supporting lessons learnt from FTSU cases, in a programme directed towards new and existing leaders to improve line manager response and support for concerns. The first programme for all new leaders launches end of Jan 2023.

Cases of Bullying & Harassment have executive oversight and the FTSUG continues to meet regularly with the CEO and Director of People. External reviews of these grievances have been commissioned and learning acted upon when case closed.

Proactive involvement of FTSUG alongside teams and leaders actively engaging in listening and improvement work – some Divisions have asked for listening support.

Recognising the more impactful effects on colleagues' mental wellbeing, the Guardian has been supported in training re mental health and trauma assessment to help signpost and support colleagues better.

A mapping process has begun to complete the NHSE FTSU Trust Board Reflection and Review Tool this month , ahead of planned April review. This is part in repsonse to the NHS Immediate Actions letter to NHS providers post the Lucy Letby Trial , to assess SFH postion in the speaking up and FTSU culture.