

December 2016

## Freedom to Speak Up News



“Welcome to the National Guardian’s Office news. Firstly, I would like to say a big thank you to the Freedom to Speak Up Guardians for making our October conference so special and to save the date for the national conference on 8 March 2017.

It’s been a busy few months establishing the office and, as we look towards the New Year, I would like to highlight some of the excellent achievements from the Freedom to Speak Up Guardians and to share my favourite moments since starting my post in October.

We have all been really impressed on how the Regional Networks have been established and have really enjoyed attending the meetings across England. The quality of discussion and energy in the room has been inspiring. Thank you so much particularly to those who have organised, chaired and minuted the meetings.

In this newsletter we will also be asking you for suggestions about communications resources that can help you spread the Freedom to Speak Up messages. If you have developed any resources we would love to hear about these so please get in touch so we can share these across England. We wish everyone a Merry Christmas and look forward to working with you in the New Year!”

*Dr Henrietta Hughes, the National Guardian for the NHS.*

### Westminster Briefing, NHS Providers and Patient First conferences



Henrietta has had an exciting couple of months with the Freedom to Speak Up Guardians.

Last Thursday Henrietta spoke at the Westminster Briefing with Freedom to Speak Up Guardians Sonia Pearcey and Heather Bruce (pictured from left to right Sonia Pearcey, Henrietta Hughes, Heather Bruce and Julie Kane) from

Gloucestershire Care Services NHS Trust and University Hospitals of Morecambe Bay NHS FT.

To an audience of HR Directors, Non-Executive Directors and Freedom to Speak Up Guardians, they showcased how trusts have developed their Guardian roles and how other organisations can use this to promote openness and transparency.

The team spent two days at the NHS Providers conference in November which was an opportunity to engage with trust Chief Executives, Chairs and Freedom to Speak Up Guardians.

The conference, which was attended by over 500 people on its first day, featured Jeremy Hunt as the key note speaker and was an excellent opportunity to showcase the work of the National Guardian's Office to senior leaders across the NHS.

Henrietta also presented as part of a panel at the Patient First conference to a large audience of staff and patient representatives and at the annual GMC conference in December.

### **Freedom to Speak Up Guardian's award-winning work with Unison**



Congratulations to Claire Campbell (pictured front right), the Freedom to Speak Up Guardian for George Eliot Hospital NHS Trust, on being presented with the Unison regional Health and Safety award.

The award, presented to Claire by the Trust's Chief Executive, Kath Kelly, was issued to the George Eliot for collaborative working with Unison to deliver training on freedom to speak up to Trust staff.

The award recognises Unison and the Trust's work with regional and national organisations to create a culture that ensures both workers and patients are properly protected if serious concerns arise.

The Trust's achievement to create a culture of raising concerns as part of a normal working day is a great step in supporting the National Guardian's ambition to make speaking up business as usual for all.

### **Freedom to Speak Up Guardian workshop – new January date**

We are pleased to announce the date for an additional workshop for Freedom to Speak Up Guardians from NHS Trusts or Foundation Trusts who have not previously attended a National Guardian workshop.

The workshop will provide information about 'Freedom to Speak Up' and the expectations around the role and best practice, including how to support and handle the concerns of people who are speaking up.

The National Guardian's Office expects all Freedom to Speak Up Guardians to attend these introductory workshops. Please note, places are limited and in high-demand. If you register for a workshop but find that you cannot attend please notify us as soon as possible so that the place can be re-allocated.

If you are not a Freedom to Speak Up Guardian but are seeking guidance on the role, please contact the National Guardian's Office at [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk). The workshop runs from **10am – 4pm** on **19 January** at Public Concern at Work's London offices and you can register at the event from **9.30am**. You can reserve a FREE place [here](#).

### **E-learning launched for NHS staff about responding to concerns**

Health Education England (HEE) has worked with the National Guardian's Office and Public Concern at Work to develop an e-learning session to help managers respond to concerns raised by members of their team.

Available on HEE's [e-Learning for Healthcare](#) (e-LfH) website, '[Responding to Concerns](#)' looks at appropriate ways of handling and supporting staff when they raise a concern and addresses how best to respond to a concern about malpractice, wrongdoing or risk.

Speaking up at the earliest opportunity can save lives, prevent harm and protect organisational reputation. This new resource complements 'Raising Concerns', an e-learning programme launched earlier this year which teaches NHS staff the value of speaking up and highlights what support is available.

For more information about '[Responding to Concerns](#)' and the Learning to be Safer programme, contact [margitveveris@nhs.net](mailto:margitveveris@nhs.net)

### **Resources to support your Freedom to Speak Up role**

We know that Freedom to Speak Up Guardians are doing an excellent job at communicating their role locally.

To help with this, and to promote consistency, we have created a logo at the top of this email, and are designing leaflets and lanyards. We are also developing a template for a Freedom to Speak Up pull-up banner which can include your Trust logo and can be used at induction and other local events.

Please contact us on the email address below if you would like to use these or have any marketing materials that you have found particularly successful that we can share with other Freedom to Speak Up Guardians.

We would love to showcase more news stories and examples of the great work Freedom to Speak Up Guardians are doing and in particular any case studies that you are happy to share with us. These are particularly powerful as they demonstrate the positive impact that your role has on staff and their ability to deliver patient care. Please get in touch by emailing [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)

### **Independent helpline**

Many of you will be aware of the NHS Whistleblowing Helpline. We are interested in what people who want to speak up might want from an independent helpline like this in the future, and would be really grateful for your thoughts on this. We are also particularly keen to know if you have had any feedback from anyone who has used the existing helpline.

- Do you know of anyone who has used the NHS Whistleblowing helpline, and what their thoughts are on the service it offered?
- What support do you think people who are speaking up need from an independent helpline?
- How could an independent helpline for people 'speaking up' help you in your role?

If you are able to provide a response to any of these questions, please get in touch!

### **Data collection and recording**

We have received lots of questions about data. We see this as broadly two areas:

- Information that you collect in the course of supporting staff who are raising concerns including feedback on the help that you have given which would form part of your Board report
- Data that will help you to identify barriers to speaking up and links to poor quality for example complaints, incidents, staff survey and WRES.

We will shortly be issuing guidance on the information we will ask you to record. If you have developed a system which works well we would be interested to hear about it so please get in touch.

### **Apps**

We are aware that some Guardians are being approached by companies offering Freedom to Speak Up apps. We are keen to ensure that we understand properly the role that these can play in Freedom to Speak Up. If you are considering trialling an app we would be keen to work with you on how learning could be shared across the national network of Freedom to Speak Up Guardians.

### **Dates for your diary**

- National Conference 8 March 2017 – London further details to follow
- Freedom to Speak Up Guardian workshop 19 January 2017

We are looking to add further training dates – we will announce these as soon as possible.