

July 2017

Freedom to Speak Up News

News from Henrietta Hughes



Henrietta (centre) and Lorraine (far left) with attendees at the North West Regional Meeting

Over the past two months I have really enjoyed meeting Freedom to Speak Up Guardians at Trust visits, Regional Meetings and at the new Foundation Training. On a very warm day Lorraine Turnell and I visited Heather Bruce at Morecambe Bay for the North West Regional Meeting. We also met a wide range of staff and heard about the positive changes that have taken place at the trust over the past few years including the introduction of a new behaviour framework which has had a big impact.

Lorraine and I also attended the South East Regional Meeting and the Thames Valley Regional Meeting. At all of these events we were struck by the enthusiasm of the Freedom to Speak Up Guardians and the progress which is being made. A real highlight for me was at Leicester Partnership Trust where Pauline Lewitt had arranged an event with Rob Gee, a performance poet who wrote and performed a 'Dementia Whodunnit'. This was a spectacular performance including speaking up, bullying culture, poor clinical care and detective work. Rob played all 15 characters and then led a training session which generated really honest conversations about the barriers to speaking up.

I visited Great Ormond Street Hospital where Cheryl Hemingway gave me a tour of the trust and I had the opportunity to meet staff and hear about their experiences. I also attended their Leadership Summit at which very thoughtful questions were raised by the delegates about senior leaders' experience of speaking up. Where I have the opportunity, I ask senior leaders to tell me about their personal experiences of speaking up and would encourage you to do the same in your trust.

In the North West Region I also visited Phil Gordon at Stockport and Tameside and Glossop Trusts and Michael Huddart at North West Ambulance NHS Trust to hear the wide range of initiatives that are being developed to support staff.

As well as all the great meetings with Freedom to Speak Up Guardians we have been sharing our experiences with other organisations and individuals. It was very good to meet with MP Norman Lamb to describe the work that Freedom to Speak Up Guardians are doing and we have linked him in with the Guardians in the trusts in his constituency. Minister of State for Health, Philip Dunne, has also been visiting trusts and has met with Guardians in the South West. It was great to share a platform with Freedom to Speak Up Guardian, Helené Donnelly, at the NHS Providers Quality Culture conference and to meet Roger Kline, research fellow at Middlesex University and an associate of Public World to hear about the progress that he has made with the Workforce Race Equality Standard. We have also met with the MDU, BMA, NHS Improvement, CQC, the President of the Royal College of Physicians and have visited NHS Improvement and NHS England for Lunch and Learn and Share sessions. We launched the case review process and will be contacting the first trusts very soon.

We are really looking forward to seeing you at future training events and also at the next Freedom to Speak Up Guardians' Day on 19 October in London.

If there are events that you are hosting in your trust that you would like to publicise or to write your own reflections please let us know so we can include this in future editions of the newsletter.

Dr Henrietta Hughes, the National Guardian for the NHS

Freedom to Speak Up Awards – nominations are now open!



Now is your chance to nominate a team or individual in one of five categories in the Freedom to Speak Up Awards 2017.

These awards are an opportunity to celebrate and promote the great work that is happening around Freedom to Speak Up – in your trust and around England. The awards categories are:

- **Freedom to Speak Up Guardian or Network of the Year** – recognising excellence in promoting and supporting freedom to speak up across a trust
- **Speaking Up** – the freedom to speak up communication award – recognising creativity and innovation in spreading the freedom to speak up message
- **Speaking Up Together** – the freedom to speak up partnership award – recognising the connections and partnerships that are being forged to enable all staff to speak up
- **Learning from Speaking Up** – the freedom to speak up learning award – recognising how speaking up is being used to promote learning and improvement
- **Leading the change to speaking up becoming business as usual** – the freedom to speak up leadership award – recognising any team or individual that is demonstrating the leadership that will create the change to making speaking up becoming business as usual.

You can nominate now - please [click here](#) for nomination forms for each category.

Don't forget that you can nominate yourself or your own team, as well as others in your Trust or even an external organisation.

We need your nominations back to alex.londono@nationalguardianoffice.org.uk by **Friday 25 August 2017**, please!

Shortlisted teams or individuals will be informed towards the end of September and the Awards will be presented as part of our Freedom to Speak Up Guardian Day on **19 October 2017**.

CQC's new Well Led inspection focuses on speaking up

The National Guardian's Office (NGO) has been working with the Care Quality Commission (CQC) to support its development of the inspection of how NHS hospitals are led to ensure that an assessment of speaking up is at the heart of the inspection. This collaboration has demonstrated the CQC's commitment to supporting a positive speaking up culture in the NHS as well as its support to the NGO in leading that change.

The support the NGO has provided includes guidance and training for inspection teams on assessing speaking up, as well as training on the work of Freedom to Speak Up Guardians and the NGO. The NGO is also providing training to Guardians to help them understand the inspection process and how they can best provide information to inspectors.

Inspectors' evaluation of how NHS trusts support speaking up is an important element in their overall rating of how well led a service is.

Please click [here](#) for an information guide for Freedom to Speak Up Guardians.

NGO response to Consultation on Draft Protected Disclosure Regulations

On 20 March 2017 the Department of Health published its consultation on the draft Employment Rights Act (NHS Recruitment – Protected Disclosure) Regulations. The purpose of the regulations is to prohibit NHS employers from discriminating against job applicants where it appears to the employer that the applicant made a protected disclosure during their previous employment. Under the act a person who makes a protected disclosure regarding a concern they raise at work should not suffer detriment for doing so.

The Department of Health requested formal responses to the draft regulations and we provided our considered view on 12 May. In our detailed submission we welcomed the additional protection for NHS job applicants who had previously made a protected disclosure. In particular, we commented positively on the fact that the draft regulations do not set an upper limit on compensation to be paid in the event of an applicant making a successful discrimination claim under the regulations.

However, we also cited several problems with the draft regulations. These included that they potentially make the rules governing the protection of those who speak up at work more complicated, instead of more accessible and that they provide applicants with legal redress for alleged discrimination only via a potentially

expensive judicial route. We therefore concluded that the regulations as currently drafted place additional burdens upon applicants, thereby undermining support for those they are intended to protect.

We will be monitoring the development of this important legislation and will take any further opportunity to influence its final form.

Click [here](#) to read our response to the consultation.

East Midlands region

Guardian launches first training session for speaking up champions



Champions at Nottinghamshire Healthcare NHS Foundation Trust

The new Freedom to Speak Up Champions at Nottinghamshire Healthcare NHS Foundation Trust attended their first training session on 22 June.

Helen Auld, the training lead for the programme, has been the Trust's Freedom to Speak Up Guardian for a year and is keen to spread the speaking up agenda far and wide across the trust's geographically diverse services.

The champions, who come from all areas in the trust, will help disseminate the agenda and signpost anyone working within the organisation to raise concerns.

Helen Auld said: "The champions really help push the importance of raising concerns over this large geographical spread, and are as passionate as I am that our staff feel safe to do so."

For further information, Helen can be contacted on **07973 949 247** or helen.auld@nottshc.nhs.uk

Action Learning Set Model can help Guardians with peer learning



Helen Auld

The East Midlands Freedom to Speak Up Guardians Regional Network participated in an Action Learning Set as part of their regional meeting in May.

An Action Learning Set is a group of peers who have similar levels of professional responsibility who meet regularly with a facilitator eight to 10 times over a year. The facilitator's remit is to establish the ground rules, create a safe environment for individuals to explore sensitive issues, help draw out learning and enable the set to reflect on group processes.

Action Learning Sets focus on speaking up processes to help formulate plans, explore new ideas, achieve results and develop leadership skills in the workplace. With many Freedom to Speak Up Guardians often working alone, the sets can be helpful for peer learning and sharing.

The Action Learning Set Model – How it works

- Each set member reports briefly on what has been happening to them. Set members will choose who will speak about a particular situation they are currently facing. The speaker describes the situation, problem or challenge.
- Set members ask open questions which help the speaker with new solutions and attitudes. Set members do not give advice, pass judgement or talk about their own experiences – they stay focused on the speaker.

- The set helps the speaker review their options and decide on action. Set members reflect on the group process and talk about their own individual learning.
- The speaker takes what they have learned back to their workplace to initiate changes and try new ideas or approaches. At the next set meeting the presenter reports on the action they have taken.

For further information, Helen can be contacted on **07973 949 247** or helen.auld@nottshc.nhs.uk

Yorks and Humber region

Guardian promotes speaking up at Patient Safety Conference



Lisa Smith at the Patient Safety Conference

Lisa Smith, Freedom to Speak Up Guardian for York Teaching Hospitals Foundation Trust, offered information about her role during the trust's third Patient Safety Conference in June.

The event, which featured 50 exhibition stands and attracted international speakers, was attended by 500 delegates from across the region.

Lisa said: "The most rewarding part was talking to staff about my role and receiving positive feedback

from those who had contact with me already. It's the best job in the trust as it makes staff feel listened to and keeps patients safe

She said: "The Freedom to Speak Up role is ultimately about patient safety and I was really pleased that I was able to be part of the trust's Patient Safety Conference"

For further information please contact Lisa on **07818 427 420** or lisa.smith@york.nhs.uk

News from other organisations

Sign up to Safety



Guardians are encouraged to join the Sign up to Safety campaign that will help them embed a speaking up culture that listens to patients, carers and staff, learn from when things go wrong and take action to improve patient safety.

Many NHS organisations, including trusts, have recently joined Sign up to Safety, an NHS national patient safety campaign which aims to make the NHS the safest healthcare system in the world.

Organisations across the NHS are committing to the Sign up to Safety pledges, which are:

- Putting safety first
- Continually learn
- Be honest
- Collaborate
- Be supportive

The Sign Up to Safety pledges can help ensure that speaking up processes are effective, continuously improved and that patient safety and quality care are assured.

To find out more about Sign up to Safety including committing to the pledges and seeing the range of campaign resources on offer, please visit their website [here](#).

If you would like to share good practice for our newsletter, know any initiatives that Freedom to Speak Up Guardians would like to know more about or report an activity in your region, please contact us on enquiries@nationalguardianoffice.org.uk