

February 2017

Freedom to Speak Up News

A message from Henrietta



“Welcome to the latest newsletter for Freedom to Speak Up Guardians. Over the last several weeks, I’ve enjoyed visiting workers at NHS Trusts where I had the pleasure of speaking to Freedom to Speak Up Guardians and a wide variety of workers. My visits to these trusts are an important reminder of the quality of work and the challenges that NHS staff

face on a daily basis and how important it is that they receive all the necessary support to speak up.

I published my 100 Days Report in January, which can be viewed [here](#). This highlighted the excellent work coming from the national network of Freedom to Speak Up Guardians and outlined future priorities for the office including case reviews. We are making good progress with this and I would like to thank the Freedom to Speak Up Guardians, NHS staff and individuals with experience in speaking up who have taken part in the listening exercises and have sent ideas and suggestions in by email. These will help shape the criteria for case reviews by the National Guardian’s Office. Finally I would like to say that all appointed Guardians from NHS Trusts should have now received their invitation for our learning conference on 8 March and I look forward to seeing you there to hear about your experience in the role.”

Dr Henrietta Hughes, the National Guardian for the NHS

National Guardian visits NHS trusts to listen to staff experiences

During the last couple of months, Dr Henrietta Hughes spent time with Freedom to Speak Up Guardians and staff at Barts NHS Trust, London Ambulance Service NHS Trust (LAS), West London Mental Health Trust and Hounslow and Richmond Community Healthcare NHS Trust.



Dr Hughes took a tour of the trusts to talk to staff including paramedics in the control rooms at the London Ambulance Service (LAS) NHS Trust, nurses at Teddington Memorial Hospital and Chief Executives to learn how speaking up fits into the trusts' wider staff experience.

Margaret Luce, the Freedom to Speak Up

Guardian for LAS NHS Trust, said: "We had a discussion about how we are implementing Freedom to Speak Up at the London Ambulance Service (LAS), how we are communicating with staff about it, and some of the challenges we are facing.

She said "We then arranged for our guests to have a tour of our Emergency Operations Centre, where the team met some of our call-handling and dispatch staff and their managers, and listened to their experiences of working in this challenging environment. It was a pleasure to host the visit and I hope it gave the team a good insight into our approach to Freedom to Speak Up here at the LAS."

New meeting for Guardians at community and mental health trusts



Liz Lubbock, one of the Freedom to Speak Up Guardians for Central London Community Healthcare NHS Trust, has set up a second meeting for the new community and mental health trust network. This will be held on Tuesday 23 May 2017.

The meeting will focus on the challenges experienced by Freedom to Speak Up Guardians at community and

mental health NHS trusts and provide an opportunity to share good practice.

For joining instructions, please contact Liz Lubbock as there will be limited availability. If you would like to use this newsletter to promote other cross network meetings, please get in touch by emailing enquiries@nationalguardian.org.uk

The Freedom to Speak Up national policy



We asked Tom Grimes, Head of Enquiries, Complaints and Whistleblowing for NHS Improvement about the national Freedom to Speak Up policy. Tom said:

“All providers are expected to adopt the national policy for raising concerns (whistleblowing) as a minimum standard by 31 March 2017. The national policy is one of Sir Robert Francis’ recommendations in ‘Freedom to Speak Up’. It’s there to ensure consistency across the NHS and to normalise the raising of concerns.

He continued: “The policy provides multiple ways for individuals to raise their concerns at all levels of their organisation, and provides flexibility locally in terms of process. Sir Robert also set out a vision for what it should feel like for individuals when they raise a concern.” See the policy’s annexes [here](#).

The Heads of Patient Experience (HOPE) network

Freedom to Speak Up Guardians may wish to be aware of the Head of Patient Experience (HOPE) network.

The HOPE network offers peer learning and support to members; access to national experts in the field of patient experience and improvement; and opportunities to share best practice.

This is a free network that is open to anyone working in NHS Trusts and Commissioning bodies whose role includes significant responsibility for patient experience.

To learn more about the network, including how you can become a member, visit [The Point of Care Foundation website](#) or email [Patrick Cullen](#). Please also pass this information on to colleagues who are responsible for patient experience in your organisation and ask them to get in touch.

Guidance on recording now available

In response to requests for guidance on what information Freedom to Speak Up Guardians should be collecting when people speak up, we recently issued a guidance note.

We hope that this will prove helpful and would encourage you to discuss recording issues at your regional meetings. You can access the document [here](#).

You asked, we did: communications material

Many Freedom to Speak Up Guardians have asked us for support with their communications material and we are pleased to announce that we have developed a leaflet template and pullup banner artwork which can be customised with local information.

We hope that these will help promote a consistent message about speaking up, whilst giving Freedom to Speak Up Guardians the flexibility to add their own content. The pullup banner template is available as an InDesign or PDF file.

The leaflet template can be adapted to include details about your Trust's Freedom to Speak Up Guardians, case studies on what it's like to speak up and further information on speaking up at your Trust. This is available as a Microsoft Publisher document.

If you would like these resources, please contact us on enquiries@nationalguardian.org.uk

Let us know how you get on with these resources, and please also let us know what more we can support you with.

Workshops for Freedom to Speak Up Guardians: additional dates

In collaboration with HEE and PCaW, we have announced a limited number of further dates for the introductory Freedom to Speak Up Guardian Workshops.

If you have already attended one of these workshops you do not need to attend another one but, if you haven't, please book a session without delay.

Spaces are filling up fast and these are the last free workshops of this kind that we will be able to offer. You can book a place [here](#).

If you have a news story or would like to share a personal or professional achievement for our newsletter, we would love to hear about it so please get in touch. If you have any feedback or queries about the contents of this newsletter, please contact us on enquiries@nationalguardian.org.uk