

# National Guardian

## Bulletin for Guardians

Issue 21

15 December 2017

This is your bulletin from the National Guardian's Office containing all the information you need to know this week.

### March conference date announced!

Our next conference will be held at the home of Arsenal Football Club (The Emirates Stadium, Hornsey Rd, London, N7 7AJ) on **Tuesday 6 March**, so please save the date in your diary now!

It will be a great opportunity for you to hear from experts in the field and, further to the feedback from our last conference, there will also be lots of opportunity to network and learn from others. Registration will open at 9am, ready for a prompt start at 10am, and there will be the opportunity for regional networks to host their own meetings between 4pm and 5pm.

We'll be sending out a more detailed programme soon, as well as details about how to register online. In the meantime, do please **save the date** and we look forward to seeing you on **6 March**.

### Q3 and Q4 speaking up data submissions

We will be requesting Q3 and Q4 speaking up data on the number of cases brought to guardians at NHS trusts and foundation trusts on 8 January and 9 April 2018.

Q3 should cover cases brought to you during the period covering 1 October – 31 December and Q4 should cover 1 January – 31 March.

The Q3 and Q4 speaking up data will be published on our webpages on 29 January and 30 April.

## Recording cases

There has been some confusion about how to record cases when more than one individual speaks up about the same issue, in a group or otherwise.

For the avoidance of doubt, all individuals should be recorded as a separate case. The expectations of each individual may well be different, as may their satisfaction with the outcome. Both are important measures of culture within your trust. You will want to feed back to and get feedback from each person and should not assume a one-size-fits-all approach. In that way you will accurately record and report on who is speaking up by reference to job role as detailed in the request for data from the National Guardian's Office.

In the event of an individual suffering as a result of speaking up, they are likely to want to obtain from you the record of their correspondence and that element of 'protection' may be lost if they are not treated as a separate case.

## Data definitions

We have had valuable feedback about the categories described in our guidance document, '[Recording issues](#)', particularly around bullying and harassment.

As a result, we intend to amend and refresh the guidance in readiness for the 2018/19 financial year. We will continue to request data based on the current guidance until the end of the current financial year (2017/18) to avoid confusion and because we will be updating and collating all trusts' submitted data to give a year-end picture of speaking up.

## Feedback from your IT departments on accessing Google Form

As nine out of ten trusts were able to use the Google Form when they submitted their Q2 data, this is the most efficient way for us to collect data and should also be the easiest way for you to make your returns. Importantly, it also makes a significant difference when it comes to minimising the chance of error.

We would ask all guardians who were unable to use the Google Form last time to take the opportunity to work with their IT departments to sort access before you are next required to provide data.

If you are told by your IT department that they cannot provide you with access to Google Form, then do please forward on that advice to us so that we can understand what the issues are. Importantly, please ask your IT departments to advise the specific reasons you are denied access to Google Forms, rather than simply advising that the answer was no.

## Weekly advice clinics for guardians

You can book a slot to discuss any issues with a member of the National Guardian's Office team by emailing [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)

The clinic takes place on Thursday afternoons from **2pm - 5pm** but alternative arrangements can be made where this time is inconvenient or the matter is urgent.

## Our office number

Guardians can contact us between 9am and 5pm on **0207 448 9469**

Please note that this number is only for guardians and other enquiries sound be routed through the normal number on **0300 067 9000**

## Share your work

If you would like to share your work with the network of guardians, please complete the form below and email to [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)

**Bulletin submission form**

Add [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk) to your safe senders list to make sure you don't miss any of our updates.

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Making speaking up business as usual in the NHS

**Our mailing address is:**

[enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)

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You can [update your preferences](#) or [unsubscribe from this list](#).

This is your bulletin from the National Guardian's Office containing all the information you need to know this week.

### **Slides and photos from our conference are now available!**

The slides and photos from our National Freedom to Speak Up Conference are now available and over the next few weeks we will be pulling the Slido content together into themes for the questions and comments, publishing the evaluation and sharing the 'requests' and 'asks' from the speech bubbles.

The conference was attended by 300 Freedom to Speak Up Guardians and speaking up representatives from NHS, healthcare providers, arms'-length bodies and other sectors where speaking up practices and processes are being developed. The initial feedback has been overwhelmingly positive, with lots of reaction to the speeches and presentations.

The guest speakers included:

- Jeremy Hunt MP, Secretary of State for Health and Social Care
- Simon Stevens, Chief Executive, NHS England
- Sir David Behan, Chief Executive, CQC

- Michael West, Head of Thought Leadership, the King's Fund
- Martin Bromiley, Chair, Clinical Human Factors Group

If there are others in your organisation with an interest in speaking up, do feedback to them your learning from the day, as we appreciate not everyone could attend.

[Click here to download conference slides](#)

[Click here to view conference photos](#)

## Freedom of information requests

Thank you to all guardians that have contacted us about the recent requests for information under the Freedom of Information Act (FOI) your organisation has received concerning the feedback provided by individuals who have spoken up to their Freedom To Speak Up Guardian.

You will be aware that the NGO requires guardians to collect feedback by asking the standard question, "Given your experience, would you speak up again?" with a range of responses yes/no/maybe/don't know and an opportunity to explain the response. This information is requested as part of the quarterly data collection process and reported on our webpages in a way that seeks to eliminate the possibility of identifying any individuals in the process.

We understand that the FOI requests received to date are not all worded in the same way and that Guardians collect this feedback differently, with some using it as an opportunity to collect additional information such as the demographics of those speaking up.

Therefore, if a FOI request has been sent to you directly, relating to this or any other information, it is important that you consult with your organisation's information governance team/FOI lead, who are the experts in this area. This is because they will need to ensure that the request is responded to correctly, including whether any exemptions apply to the release of the information requested. Also be aware that responses to FOI must be given within statutory time limits so consult with your governance team/FOI lead as soon as you receive any request.

You should also be vigilant about (inadvertent) breaches of confidentiality/ identification of individuals in the process and the potential for that person to suffer loss, harm, prejudice or loss of privacy. You are dealing with personal information which may also have been provided in confidence and sometimes in small numbers, so be fully aware of the requirement to protect the integrity of your 'service.'

As well as advice and guidance from your colleagues, more information on handling FOI requests is available from [the Information Commissioner's Office website](#).

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### Share your work

If you would like to share your work with the network of guardians, please complete the form below and email to [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)

### Bulletin submission form

<https://cqc.us15.list-manage.com/track/click?u=de18391582e3008cc29737ed1&id=4719a7845d&e=77ddba3b97>

<https://cqc.us15.list->

[manage.com/track/click?u=de18391582e3008cc29737ed1&id=fa90a80909&e=77ddba3b97](https://cqc.us15.list-manage.com/track/click?u=de18391582e3008cc29737ed1&id=fa90a80909&e=77ddba3b97)

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Dear colleague

### General

- This is the call for information on cases submitted to you during Quarter 4 of 2017/18 (1 January – 31 March 2018).
- We are asking for **ONE return per trust**. If you are part of a local network of Freedom to Speak Up Guardians, Champions or Ambassadors at your trust, please coordinate so that we receive only one return.
- We are asking for returns by **Monday 23 April 2018**. If there is any reason why you may not be able to meet this deadline please contact us immediately.
- A summary of this data will be published on the National Guardian's Office webpages in May. This will be a little later than previous submissions in order that some additional work reflecting on the full year's data can be published at the same time.

The form can be accessed [through this link](#)

### Before you complete the form

Please ensure you have the relevant information to hand. For reference, these will be the fields we will be asking you to complete on the form:

- Your name and contact details.
- Your trust name, type of services provided, and size.
- The number of cases submitted to you/your network of guardians, champions or ambassadors at your trust between 1 January and 31 March 2018.
- The number of these cases that:
  - Were raised anonymously
  - Included elements that effect patient safety/quality.
  - Included elements of unacceptable behaviour, including bullying and harassment.
  - Where the person speaking up indicated that they had suffered detriment as a result of speaking up.

**[NB – a single case may include several of the above categories and should be recorded to reflect ALL the categories that apply to it]**

- The number of cases raised by particular staff groups
- Feedback:

- The number of cases you have requested feedback from the person who spoke up. Please include feedback received this quarter, even if the cases were originally submitted prior to 1 January. The feedback question is, 'Given your experience, would you speak up again?'
- The results of the feedback you received (yes/no/maybe/don't know).
- A very short summary of the three most common themes to the responses you received to the feedback question.
- A very short summary of the main learning you have made over the quarter.

### Queries

If you have any questions, please email [enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk) or contact the office on **0207 448 9469**.

### And finally...

On completion of the form, Google Drive will generate an email back to you confirming all the information you have provided. We strongly advise that in addition to your other record keeping processes that you store this email somewhere safe and accessible, as we do not publish all the information you provide to us.

National Guardian's Office

151 Buckingham Palace Road | London | SW1W 9SZ

[enquiries@nationalguardianoffice.org.uk](mailto:enquiries@nationalguardianoffice.org.uk)

Follow us on [Twitter](#)

Dear colleague

### General

- This is the call for information on cases submitted to you during Quarter 3 of 2017/18 (1 October – 31 December 2017).
- We are asking for **ONE return per trust**. If you are part of a local network of Freedom to Speak Up Guardians, Champions or Ambassadors at your trust, please coordinate so that we receive only one return.
- We are asking for returns by **Monday 22 January 2018**. If there is any reason why you may not be able to meet this deadline please contact us immediately.
- A summary of this data will be published on the National Guardian's Office webpages on 29 January.

The form can be accessed [through this link](#)

### Before you complete the form

You will want the following information to hand before you complete the form:

- Your name and contact details.
- Your trust name, type of services provided, and size.
- The number of cases submitted to you/your network of guardians, champions or ambassadors at your trust between 1 October and 31 December.

- The number of these cases that:
  - Were raised anonymously
  - Included elements that effect patient safety / quality.
  - Included elements of unacceptable behaviour, including bullying and harassment.
  - Where the person speaking up indicated that they had suffered detriment as a result of speaking up.
- **[NB – a single case may include several of the above categories and should be recorded to reflect ALL the categories that apply to it]**
- The number of cases raised by particular staff groups
- Feedback:
  - The number of cases in respect of which you have requested feedback from the person who spoke up. NB, please include feedback received this quarter. even if the cases were originally submitted prior to 1 October. The feedback question is ‘Given your experience, would you speak up again?’
  - The results of the feedback you received (yes/ no/ maybe/ don’t know).
  - A very short summary of the three most common themes to the responses you received to the feedback question.
- A very short summary of the main learning you have made over the quarter.

### **Queries**

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Kind regards

National Guardian’s Office  
151 Buckingham Palace Road | London | SW1W 9SZ