

-----Original Message-----

From: Complaints <REDACTED>

To: Minh Alexander <REDACTED >

CC: Complaints <REDACTED >

Sent: Mon, 1 Aug 2022 13:23

Subject: RE: CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - response

Dear Dr Alexander

Thank you for your emails below. I have carefully considered the comments you have made and revisited my previous response.

Dr Chidgey-Clark's intent was for the blog was to set the expectations of the Freedom to Speak Up Guardian role as defined by the supporting job description I previously referenced. In your correspondence you have presented a different opinion in how you have interpreted the statements made, as is your individual right. However, this difference of opinion on the intention behind Dr Chidgey-Clark's message does not render the blog misleading and our position in respect of your complaint remains not upheld.

As such, I reiterate you may wish to approach the Parliamentary and Health Service Ombudsman via your local Member of Parliament in the event you feel our handling has been disproportionate or unreasonable.

Kind regards

Caroline Homer

Deputy National Complaints Manager - National Complaints Team

Tel: 0300 061 61 61

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**From:** Minh Alexander <REDACTED>

**Sent:** 27 July 2022 11:49

**To:** Complaints <REDACTED>

**Subject:** CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - update

Hi,

Thanks for your email

This is some further general supporting information

I believe it adds to the general picture about the National Guardian's Office disseminating distorted information:

<https://minhalexander.com/2022/07/27/national-guardians-letter-to-nhs-ambulance-trusts/>

In brief, the NGO failed to act in a timely way on serious identified cultural issues in ambulance trusts. It only acted after I questioned it about progress on a delayed planned review of ambulance trusts, but the National Guardian sent a letter to ambulance trusts incorrectly suggesting in my view that the review was planned before the pandemic got underway and was parked because of the pandemic.

By the NGO's own correspondence to me previously, the ambulance review was planned when the pandemic was already in full swing.

I feel this is another example of self serving comms by the NGO, which is all the more serious given the NGO's core purpose of upholding ethics and truth.

Minh

Dr Minh Alexander

-----Original Message-----

From: Complaints <REDACTED>

To: Minh Alexander <REDACTED>

CC: Complaints <REDACTED>

Sent: Tue, 19 Jul 2022 12:41

Subject: RE: CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - update

Dear Dr Alexander

Following my email below, I have made enquiries with the National Guardian's Office to clarify an aspect of your complaint and once I have received this, I will be in a position to respond to you.

I aim to respond by Friday 29 July 2022.

Kind regards

C

Caroline Homer

Deputy National Complaints Manager - National Complaints Team

Tel: 0300 061 61 61

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**From:** Complaints <REDACTED>

**Sent:** 05 July 2022 11:36

**To:** Minh Alexander

**Cc:** Complaints <REDACTED>

**Subject:** RE: CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - complaint response

Dear Dr Alexander

Thank you for your email below which I am currently reviewing and will provide a response in due course.

Kind regards

Caroline Homer

Deputy National Complaints Manager - National Complaints Team

Tel: 0300 061 61 61

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**From:** Minh Alexander <REDACTED>

**Sent:** 30 June 2022 09:03

**To:** Homer, Caroline <REDACTED>; Complaints <REDACTED>

**Cc:** Private Office Correspondence Unit <REDACTED>

**Subject:** CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - complaint response

Hi,

Thanks for your reply

I do not feel you have taken on board my concern about the difference between a claim that the Freedom To Speak Up Guardians WILL do something and a claim that they SHOULD do something.

There is a huge world of difference, and that is what made the National Guardian's claims so misleading.

Claiming that they WILL do something is a statement of fact that something will happen 100% of the time.

It is an improper claim.

It is not the first time the National Guardian's Office has made unfounded claims. I have had complaints against the National Guardian's Office on this issue upheld in the past.

I was additionally dismayed that after my last challenge to the National Guardian about her blog, when I sent her a particularly serious example of corrupt practices by a Freedom To Speak Up Guardian, which disproved her claim that Freedom To Speak Up Guardians WILL invariably be supportive, she simply ignored me.

Her blog remains unchanged.

She should amend it. And I would have wished to discuss with you the way in which she should amend it, to give a fair and realistic representation of the facts.

You suggest in your complaints outcome letter that complaints about Freedom To Speak Up Guardians should be directed to trusts or via the National Guardian's complaint system. I have already rejected this in my correspondence to the National Guardian, and this correspondence should be in your possession.

My complaint is not about the failings of individual Freedom To Speak Up Guardians but about the National Guardian's misrepresentations and her failure in her blog to acknowledge that these failures happen.

I am astonished that you did not attempt to make any contact with me before deciding on the complaint outcome.

I would like you to

1) Accept that it was wrong of the National Guardian to state that Freedom to Speak Up Guardians WILL be supportive, and that she should instead have said they SHOULD be supportive

2) Discuss with me how the National Guardian's blog should be amended to make it a fair representation of the facts

Minh

Dr Minh Alexander

Cc Ian Dilks CQC Chair

-----Original Message-----

From: Complaints <REDACTED>

To: Minh Alexander <REDACTED>

CC: Complaints <REDACTED>

Sent: Thu, 30 Jun 2022 8:34

Subject: RE: CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - complaint response

Dear Dr Alexander

Thank you for your email below and I apologise I have misconstrued your complaint.

The matter and your desired outcome were clearly set out in your email to Ian Dilks, Chair and therefore I proceeded to review the concerns on that basis. However, I would be happy to revisit the matter if you would kindly provide the additional complaints and desired outcomes you wish us to consider.

Kind regards

Caroline Homer

Deputy National Complaints Manager - National Complaints Team

Tel: 0300 061 61 61

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**From:** Minh Alexander <REDACTED>

**Sent:** 30 June 2022 07:40

**To:** Complaints <REDACTED>

**Subject:** CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - complaint response

FYI - please pass to Caroline Homer if I have got her email address wrong

Thank you

-----Original Message-----

From: Minh Alexander <REDACTED>

To: Caroline Homer <REDACTED>

Sent: Thu, 30 Jun 2022 7:38

Subject: CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - complaint response  
BY EMAIL

Caroline Homer

CQC Deputy National Complaints Manager

30 June 2022

Dear Ms Homer,

**CQC complaint ref NCT FLR 2223 13**

Thank you for your complaints outcome letter yesterday, which you sent me without any prior contact with me or any attempt to clarify the nature of my complaint nor my desired outcomes.

In consequence you have got it all completely wrong.

Would you kindly please explain why you have not adhered to CQC's own policy and procedure for handling complaints, or indeed to any accepted standards of good complaint handling?

It seems a bit odd for a Deputy National Complaints Manager to have acted so.

Best wishes,

Dr Minh Alexander

**Letter from Caroline Homer CCQ 29 June 2022:**

Dr Minh Alexander 29 June 2022

Ref: NCT FLR 2223 13

Sent by email: REDACTED

Dear Dr Alexander,

Thank you for your email of 21 June 2022 addressed to Ian Dilks which has been passed to the National Complaints Team and I am writing to provide you with the Care Quality Commission's (CQC's) response to your concerns under our first line resolution complaint process.

You have raised a concern about the content of the National Guardian Dr Jayne Chidgey-Clark 12 May 2022 blog. Specifically, in relation to:

***"Speaking up can take courage, however you are not alone. If you cannot speak up to your manager or HR or your patient safety team, you can talk to your Freedom to Speak Up Guardian. They will listen with empathy, so you need not feel lonely, and will help raise the matter in your organisation."***

<https://nationalguardian.org.uk/2022/05/12/speaking-up-neednt-be-lonely/>

You have requested the blog be amended as you do not agree all Freedom to Speak Up (FTSU) Guardians will listen with empathy and raise concerns on behalf of the whistleblower.

In order to look into your concerns, I have undertaken the following:

- reviewed the correspondence trail connected to your concerns.
- Reviewed the job description for the National Guardian Freedom to Speak Up Guardian.

The role of the FTSU Guardian is partly defined as:

- effective and compassionate support and guidance to all workers, developing a local network of champions (or similar) as appropriate to local need, to ensure that they have suitable reach across the organisation; and
- appropriate action is taken when an issue is brought to the attention of a Freedom to Speak Up Guardian, with confidentiality being respected as appropriate, fair and effective investigation, and regular feedback on progress being given

The job description also encompasses the value of empathy being upheld which includes listening well and acting with sensitivity.

For this reason, I do not uphold your complaint Dr Chidgey-Clark's blog is misleading as the statement relates to the requirement of the FTSU Guardian role.

However, I do recognise you have stated there have been instances where individuals speaking up have found this not to be the case. As the appointment of FTSU Guardians are local decisions, with local policies and processes in place to ensure minimum standards are met, any concerns about individual FTSU Guardians would be a matter for those individuals involved to raise through their internal processes. Subsequently, there is an option for individuals to raise concerns about a FTSU Guardian with the NGO directly, and this policy can be found [here](#).

This now concludes our complaint process and I trust explains our position. If you do not consider that the outcome of your complaint has been reasonable or proportionate, then you have the right to request a review of the outcome with the Parliamentary and Health Service Ombudsman (PHSO). The PHSO can consider complaints about CQC via referral from your local Member of Parliament. The PHSO's contact details are:

Parliamentary and Health Service Ombudsman Citygate  
Mosley Street  
Manchester  
M2 3HQ  
Telephone: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Thank you again for bringing these matters to our attention and we would be grateful if you could take a few minutes to complete a short survey to give us your feedback on how the complaints process has worked for you.

Yours sincerely,

**Caroline Homer**  
**Deputy National Complaints Manager National Complaints Team**

-----Original Message-----

From: Complaints <REDACTED>

To: Minh Alexander <REDACTED>

CC: Complaints <REDACTED>

Sent: Wed, 29 Jun 2022 16:31

Subject: RE: CQC complaint ref NCT FLR 2223 13 - Dr Minh Alexander re NGO - complaint response  
Dear Dr Alexander

Please find attached the Care Quality Commission's response to your complaint about the National Guardian, Dr Jayne Chidgey-Clark.

Kind regards

Caroline Homer  
Deputy National Complaints Manager - National Complaints Team

Tel: 0300 061 61 61

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**From:** Complaints <REDACTED>  
**Sent:** 27 June 2022 16:16  
**To:** Minh Alexander <REDACTED>  
**Cc:** Complaints <REDACTED>  
**Subject:** CQC complaint re NGO - acknowledgement

Dear Dr Alexander

Thank you for your correspondence which has been received by Care Quality Commission's National Complaints Team.

We are looking into the concerns raised and a member of the team will contact you again shortly with our intended handling arrangements.

We are grateful for your patience in this matter and will provide an update as soon as possible. In the meantime, please let us know of any reasonable adjustments you may have and would like us to consider in how we communicate with you or any specific pronouns or titles you would like us to use.

Yours sincerely,

Shema Al-Shamiry  
Complaints Support Officer – National Complaints Team

Tel: 0300 061 61 61

For information about CQC, including contact details, information about how we use and protect personal data, and how to request information from us, go to <https://www.cqc.org.uk/contact-us>

**From:** minh alexander <REDACTED>  
**Sent:** 21 June 2022 00:17  
**To:** Dilks, Ian <REDACTED>; Private Office Correspondence Unit <REDACTED>  
**Subject:** Claims in the National Guardian's blog of 12 May 2022 "Speaking Up Needn't Be Lonely"

BY EMAIL

Ian Dilks

CQC Chair

21 June 2022

Dear Mr Dilks,

**Claims in the National Guardian's blog of 12 May 2022 "Speaking Up Needn't Be Lonely"**

I would like to make a complaint about the National Guardian Jayne Chidgey-Clark.

She wrote misleadingly in a blog of 12 May 2022 that if NHS staff speak to a trust Freedom To Speak Up Guardian, they WILL listen with empathy and raise concerns on behalf of the whistleblower:

***"Speaking up can take courage, however you are not alone. If you cannot speak up to your manager or HR or your patient safety team, you can talk to your Freedom to Speak Up Guardian. They will listen with empathy, so you need not feel lonely, and will help raise the***

***matter in your organisation.”***

<https://nationalguardian.org.uk/2022/05/12/speaking-up-neednt-be-lonely/>

This is wrong because not all Freedom To Speak Up Guardians are helpful. I have given her examples of this.

I copy below in the appendix additional detail from Dr Jasna Macanovic consultant nephrologist, who was kind enough to share her experiences of both the local and National Guardian.

It is important that Jayne Chidgey-Clark's inaccurate claim is corrected so that NHS staff are not given a misleading picture of the risks they face when whistleblowing.

Too often, NHS agencies give glib assurances to NHS staff that whistleblowing is safe when it is potentially career ending and life changing. This is irresponsible.

I received a response, supposedly from Jayne Chidgey-Clark, which I found unhelpful.

She, or whoever wrote the correspondence, did not respond to my request to withdraw the misleading claim.

I have had no response at all to my last letter of 28 May.

I must presume therefore that Jayne Chidgey-Clark has no intention of addressing my concern with any seriousness.

I would be grateful if you would arrange an investigation into this matter.

My prime concern is that Jayne Chidgey-Clark should correct her blog to state that Freedom To Speak Up Guardians SHOULD (and not WILL) listen with empathy and raise concerns.

I write to you as I see that the National Guardian's complaint procedure has changed and CQC is now handling the complaints, not NHSI.

However, although the change was made months ago, the National Guardian still has no new published complaint procedure.

Absent a published complaint procedure, I address the complaint to you.

Please note this is not the first time that I have had to complain about misleading communications by the National Guardian's Office.

The Office has previously supplied a former Secretary of State with a flawed statistic which he used unpublished against the code. The Office has also made other flawed public claims, with an NHSI finding that it should take greater care in its public messaging.

The relevant correspondence to date is below.

Yours sincerely,

Dr Minh Alexander

APPENDIX

**Dr Jasna Macanovic's experience, shared on 28 May 2022:**

"Dear Minh,

I am forwarding the correspondence with Jocelyn Booth, FTSU Guardian in Portsmouth in 2017/2018.

We met on 2 occasions and exchanged some emails and text messages. She was present at the meeting I requested with CEO Cubbon on 10th August 2017. I will forward the email relating to that meeting. She has not helped at all, although she appeared to be listening. However, she could not understand a highly technical medical issue and was clearly intimidated by the CEO. She did not speak at all at the meeting on 10th July.

She sent me a text message afterward " My job is to remain independent but ensure processes are adhered to. I thought Marc C was fair and has given you an opportunity to express the errors and omissions as you see them best wishes J '. She obviously did not understand the policies and procedures, or the Law as she did not raise any concerns about the case as far as I can see with anyone. From the judgment- you would have seen that ALL Internal procedures have been ignored in my case.

As it happens - the Trust decided that rules are not applicable in my case, they continued with bullying and discrimination that culminated in my dismissal. The unsafe practice has never been addressed and the practitioners involved in malpractice have been promoted.

I have several texts from Jocelyn Booth indicating that she was in contact with the National FTSU office in the first half of July 2017.

I contacted the national office myself and was told that they do not get involved in individual cases or disciplinary processes and that I will be free to submit a case review form if/ and when I win a case for unfair dismissal in court. I am trying to locate the correspondence. This approach is appalling.

I was lucky enough as I had a cast-iron case, and was resilient and financially capable of taking the case to the court. I do not know anyone else around me who would have survived this process. The ferocity and avalanche of unwarranted insults would have destroyed anyone.

I firmly believe that the existence of the FTSU process ( Local and National Guardians) is an intellectually flawed concept. Well-run organisations do not need them, poorly run NHS organisations pay no attention to FTSU Guardians who are generally intimidated by the power and in my case, unable to comprehend their duties, policies, and the law. The FTSU Office has not help me or the patients at the Wessex Kidney Centre/ Portsmouth Hospitals.

Kind regards  
Jasna"

**From:** Minh Alexander <REDACTED>

**Subject:** Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"

**Date:** 28 May 2022 at 06:36:50 BST

**To:** REDACTED

**Reply-To:** REDACTED

BY EMAIL

Dr Jayne Chidgey-Clark  
National Freedom To Speak Up Guardian

28 May 2022

Dear Dr Chidgey-Clark,

**Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"**

Thank you for your further response, which I find disturbing and distressing. It is not empathetic.

To recap, I have pointed out to you that your un-evidenced claims in your blog of 12 May 2022 pose a risk to would be whistleblowers because it gives them an unwarranted impression that making disclosures to Freedom To Speak Up Guardians is always safe.

I asked you to either withdraw your claims or produce evidence to support them.

This is because I have evidence to refute your claims.

Indeed, I provided you with two examples of whistleblowers in the public domain, who had felt let down by the Freedom To Speak Up system in their NHS trusts.

In response to me, you have only stated:

*"With regards to the matter you raise, listening with empathy is our expectation of how the role should be executed. If you have evidence of Guardians not upholding the Guardian values please use the Guardian complaints process which can be found here."*

When I asked you to clarify if you would retract your claims as requested, you referred me to your first response, oddly using the pronoun "we".

*"Thank you for your e-mail. We believe we have answered your question in paragraph 2 of the below."*

I do hope that you have written and checked this correspondence yourself and it is not yet another mess by your Communications staff.

I do not feel I should have to use your complaints system for you to address my request that you amend your blog of 12 May 2022 to withdraw your un-evidenced claims.

I note that your blog of 12 May 2022 remains uncorrected.

For the avoidance of all doubt, I would like you to amend your blog of 12 May 2020 so that instead of claiming that Speak Up Guardians will listen with empathy and to help raise issues within organisation.

*"...you can talk to your Freedom to Speak Up Guardian. They will listen with empathy, so you need not feel lonely, and will help raise the matter in your organisation."*

the blog only states that it Speak Up Guardians are expected to listen with empathy and to help raise issues within organisation.

I support many NHS whistleblowers who are seriously harmed and frightened.

They do not come to me because they have had a positive experience of Freedom To Speak Up Guardians, or of your Office or the regulators who fund and oversee your Office.

I think it shows a lack of empathy and sensitivity that you - or whoever has been handling your correspondence - have asked me to use your official complaints system to give you information about harmful behaviour by Freedom To Speak Up Guardians.

I do not intend to compromise any already harmed whistleblowers by sharing their private intelligence with your Office. An Office which many distrust or feel let down by, and which has been proven to have breached a whistleblower's confidentiality on at least one occasion.

That said, a seriously harmed whistleblower who like many others has been failed by internal mechanisms, by your Office and by regulators has been kind enough to commit some of the unpleasant and traumatic memories to paper for the benefit of others. The person does not wish to be identified.

This is the harmed NHS whistleblower's account of their contact with an NHS trust Freedom To Speak Up Guardian, (I have redacted a date to help preserve anonymity):

***"My experience with a FTSU Guardian has not been a positive one. I spoke up in REDACTED and initially the FTSU was responsive in listening to my concerns. However it very quickly became apparent that she was having personal friendships with the senior executives who she reported to. She described going out after work with them drinking and openly discussing cases. I witnessed this FTSU take a phone call from a whistleblower and move the phone away from her ear for 20 seconds or more pretending to listen. When this call ended she said she didn't believe what her was saying.***

***She became evasive and rejected my calls pretending not to be in the building. On a number of occasions I went to her office and she was there but just screening calls.***

***She would say things like don't share anything else with me because I can't do anything.***

***She also broke confidence and shared others experiences of their cases of speaking up.***

***I would not approach another FTSU Guardian again after my experience and I would not advise anyone else's to either. How can they be independent when they work in the organisation they represent and often are line managed by senior influential executives. I have no trust or faith in the position due to my own personal experience.***

I have provided you with evidence to refute your claim that Speak Up Guardians will always listen with empathy and help raise issues.

I only needed to provide you with a single example for you claim to fall.

I have provided you with three examples.

You in contrast have provided no evidence for your claim.

For the last time, please amend your blog of 12 May 2022, so that it is not misleading and dangerous to would be whistleblowers.

Yours sincerely,

Dr Minh Alexander

-----Original Message-----

From: National Guardian's Office <REDACTED>

To: Minh Alexander <REDACTED>

Sent: Fri, 27 May 2022 15:47

Subject: RE: Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"

Dear Minh,

Thank you for your e-mail. We believe we have answered your question in paragraph 2 of the below.

Kind regards

**Dr Jayne Chidgey-Clark** (she/her)  
National Guardian  
National Guardian's Office

Enquiries: 0191 249 4400 (lines open between 10am and 2pm)

REDACTED

**From:** Minh Alexander <REDACTED>

**Sent:** 26 May 2022 09:57

**To:** National Guardian's Office <REDACTED >

**Subject:** Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"

Thank you for reply.

Can you confirm that you will retract the relevant claims in your blog of 12 May 2022 that I questioned.

Or if not, why not.

Many thanks,

Minh

Dr Minh Alexander

**From:** National Guardian's Office <REDACTED>

**Subject:** RE: Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"

**Date:** 26 May 2022 at 09:52:13 BST

**To:** Minh Alexander <REDACTED>

Dear Minh,

Thank you for your e-mail regarding the NGO's May 12 blog. We take on board your feedback and would like to thank you for contacting us. The role of the Freedom to Speak Up Guardian is to support workers to speak up when they feel that they are unable to in other ways, in order to help improve worker experience and safety and improve patient safety and care.

With regards to the matter you raise, listening with empathy is our expectation of how the role should be executed. If you have evidence of Guardians not upholding the Guardian values please use the Guardian complaints process which can be found [here](#).

If you do not feel that this avenue is appropriate, you can speak up externally, to a regulator such as [CQC](#) or [NHS England/Improvement](#). Alternatively, if you would like to speak about the conduct of a member of staff, you can do this by contacting the relevant professional body such as the [General Medical Council](#), [Nursing and Midwifery Council](#) or the [Health & Care Professions Council](#).

Kind regards

**Dr Jayne Chidgey-Clark** (she/her)  
National Guardian  
National Guardian's Office

Enquiries: 0191 249 4400 (lines open between 10am and 2pm)  
REDACTED

**From:** minh alexander <REDACTED>  
**Sent:** 21 May 2022 12:32  
**To:** National Guardian's Office <REDACTED>  
**Subject:** Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"

BY EMAIL

Dr Jayne Chidgey-Clark

National Freedom To Speak Up Guardian

21 May 2022

Dear Dr Chidgey-Clark,

**Claims in your blog of 12 May 2022 "Speaking Up Needn't Be Lonely"**

I was concerned to see that you made a general claim in your blog of 12 May that NHS staff who speak to a Freedom To Speak Up Guardian will be listened to with empathy:

***"Speaking up can take courage, however you are not alone. If you cannot speak up to your manager or HR or your patient safety team, you can talk to your Freedom to Speak Up Guardian. They will listen with empathy, so you need not feel lonely, and will help raise the matter in your organisation."***

<https://nationalguardian.org.uk/2022/05/12/speaking-up-neednt-be-lonely/>

I was concerned by this because not all whistleblowers have a positive experience of Freedom To Speak Up Guardians.

Some perceive that Guardians are passive and not supportive, and are deflective or simply go through the motions. Some occasionally report being harmed by Guardians.

I appreciate that the role is very limited by design and that there is not always a lot that Guardians can do.

However, I think it is unsafe to claim or suggest that all Guardians will invariably treat whistleblowers well.

There is no evidence that I am aware of to support this.

Please see this case example of Jane Archibald, senior specialist nurse whistleblower who was offered support from a Freedom To Speak Up Guardian who had previously given damaging hearsay evidence against her in a grievance process:

<https://minhalexander.com/2022/05/16/whistleblower-jane-archibalds-unfair-dismissal-by-north-cumbria-integrated-care-nhs-foundation-trust-and-a-nurse-who-was-not-qualified-but-ran-epilepsy-clinics-and-advised/>

Please also note this feedback by NHS whistleblower Dr Jasna Macanovic about her experience of the input by the Portsmouth Freedom To Speak Up Guardian:



**dr jasna macanovic**  
@JasnaMacanovic



Replying to [REDACTED]

**The concept of FTSU office is nonsensical . No power or will to help or even understand the issues . FTSU guardian in Portsmouth just sat quietly while I was reporting demonstrable harm through criminally negligent practice and bullying of colleagues**

9:09 pm · 21 Apr 2022 · Twitter for iPhone

As far as I am aware, the National Guardian's Office has never tracked whether NHS whistleblower's concerns are resolved by their employers, after raising concerns through Freedom To Speak Up Guardians. Moreover, the Office declined to do so when I asked about this. Therefore I cannot see what factual basis you might have for claiming that NHS trust Freedom To Speak Up Guardians would always help whistleblowers by raising their concerns within their organisations.

It is one thing to say what Freedom To Speak Up Guardians should do, It is another to claim that they actually do it, in the absence of evidence which proves that.

May I ask that you either withdraw these claims in your blog, so as not to give NHS staff an unsafe, false sense of safety, or alternatively, that you provide published evidence to justify the claims.

Whistleblowing can lead to some whistleblowers losing everything and suffering greatly for years, with life long impacts that follow them around. It is vital that they are helped to make informed decisions about how and if to raise concerns. It is unfair to provide would be whistleblowers with less than accurate information about the risks and difficulties involved.

I am disappointed to be raising concerns about claims by the National Guardian's Office once more.

I have had to do so before, with both a complaints process by NHS Improvement and the UK Statistics Authority concluding in agreement with me that the NGO should take more care about the public claims that it makes.

The Communications function of the NGO seems to have overreached itself on several occasions, without any evidence of learning after such incidents.

And yet the Office should be about governance, not PR.

Please let me have your response on these points.

Yours sincerely,

Dr Minh Alexander

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