

**UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST**  
**PUBLIC BOARD MEETING**  
**THURSDAY 28<sup>TH</sup> OCTOBER 2021**

<b>Title:</b>	<b>FREEDOM TO SPEAK UP GUARDIAN 6-MONTHLY REPORT</b>  <b>April 1<sup>ST</sup> 2021 – Sept 30<sup>th</sup> 2021</b>  <a href="https://www.uhb.nhs.uk/one-trust/ftsug/">https://www.uhb.nhs.uk/one-trust/ftsug/</a>
<b>Responsible Director:</b>	<b>David Burbridge, Chief Legal Officer</b>
<b>Contacts:</b>	<ul style="list-style-type: none"> <li>• <b>Professor Julian Bion, Freedom To Speak Up Guardian</b></li> <li>• <b>Mrs Sarah Favell, Director of Corporate Affairs</b></li> <li>• <b>Prof Jon Glasby, Non-Executive Director</b></li> </ul>

<b>Purpose:</b>	To provide an update on Speaking Up activity at UHB and to inform the Board about national initiatives.
<b>Confidentiality Level &amp; Reason:</b> None	
<b>Board Assurance Framework Ref:</b>	
<b>Key Issues Summary:</b>	<ol style="list-style-type: none"> <li>1. <b>Rationale:</b> Effective speaking up arrangements help to protect patients and improve the experience of NHS staff raising concerns. A culture which encourages openness and active reporting of concerns is an indicator of a well-led Trust and a reflective learning organisation.</li> <li>2. <b>Number of contacts:</b> Of the 22,000 staff at UHB, 41 (0.18%) have contacted the Speaking Up service during the six months April-Sept 2021. Of the 41 contacts, 11 (26.8%) were nurses, and 13 (31.7%) were doctors, of whom 7 were consultants and 6 junior doctors. Six contacts were managerial, four were administrative or clerical, 2 porters, 2 technical and one domestic staff.</li> <li>3. <b>Typology of concerns:</b> of 34 concerns raised by the 41 contacts, problematic attitudes and behaviours remain the most common reason for staff to seek help (15 (44%)), expressed as lack of respect ranging from microaggressions to overt bullying. Issues related to contractual, disciplinary or employment and redeployment concerns were raised on 9 occasions (26.4%) discrimination on 4, and patient safety on 3 occasions.</li> <li>4. <b>Current challenges:</b> <ol style="list-style-type: none"> <li>a. <b>Fear of detriment</b> is expressed by the majority of those contacting the speaking up service. There are several instances in which contacts who raised concerns feel that they have suffered detriment as a result, and would not be willing to speak up again. In one instance, the majority of those who had raised concerns refused to contribute to an</li> </ol> </li> </ol>

	<p>investigation until the review process was independent of the Division in which the service was located. Detriment destroys trust, prevents learning, impairs staff satisfaction, increases absenteeism and resignations, could adversely affect patient safety, and has important reputational consequences.</p> <p>b. <b>Delays</b> in addressing issues contribute to continuing unhappiness and detriment to staff. There is wide variation in the timeliness with which the Trust addresses concerns raised by staff. Some have been managed with alacrity, others have taken more than two years before an investigation was initiated.</p> <p>c. <b>Investigation of concerns</b> is emotionally taxing for all participants. The Trust needs to consider how best to balance due process with compassion and support.</p> <p>d. <b>Individual and Organisational learning</b> seem at present to be elusive.</p>
<p><b>Recommendations:</b></p>	<p>The Guardian will present examples of the issues summarised above.</p> <p>The Board is invited to consider how best to act on these issues.</p> <p>The Guardian particularly wishes to thank the FTSU Confidential Contacts for their support.</p>

<p><b>Signed:</b> David Burbridge</p>	<p><b>Date:</b> 19<sup>TH</sup> OCTOBER 2021</p>
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**Appendix: Freedom To Speak Up Guardian And Confidential Contacts at UHB**

Name	Roles
<b>Julian Bion</b>	<b>FTSU GUARDIAN</b> Professor of Intensive Care Medicine
Byron Batten	Head of Inclusion
Dornette Bowland	Administrator
Liz Mitchell	Senior Sister
Julie White	Medical Secretary
Tamsin Critchlow	SpR palliative care & oncology
Tracy Wright	Hearing and Balance Therapist
Marie Latreche	Senior Sister, Critical Care
Debby Edwards	Lead Nurse, Pharmacy
Paul Williams	Deputy Chief Operating Officer
Paul Smillie	Senior Practitioner Medicines Management
Paula Mitchell	Cancer Quality Lead
Randeep Kaur Kular	Head of Service Integration
Louisa Murphy	Band 7 (Senior Sister)
David White	Consultant in GU Medicine
Thomas Lowbridge	General Manager – Laboratory Medicine
Beverley Baker	Matron –BHH ward 8
Catherine Williams	PPI Facilitator
Becky Delpino	Medical Device Educator
Natasha Stringer	Lead Midwife Practice Development
Tara O'Donnell	Divisional Office Manager, Division 3
Major Simon Roberts	Royal Centre for Defence Medicine
Lorna Grinnell-Moore	Clinical Strategy Manager
Shaun Thein	Clinical Research Fellow

