

**National Guardian
Freedom to Speak Up**

National Freedom to Speak Up Guardians' Conference

Making speaking up business as usual

**public
concern**
at work

The Whistleblowing Charity

NHS

Health Education England

8 March 2017 Central Hall Westminster, Storey's Gate, London SW1V 9HN

National Guardian for the NHS

Dr Henrietta Hughes



Welcome

Since my appointment as the National Guardian last October, I have had the privilege of hearing about the experiences of NHS workers when they have spoken up and how for some, this has had a devastating effect on their career and their health. The culture of the NHS has to change to make speaking up business as usual. This is why I am so pleased to welcome you to today's event.

I would like to thank *Health Education England* for the excellent support that they are giving to *Freedom to Speak Up Guardians* including funding training and this conference. I am also very grateful to Public Concern at Work for their tireless support to workers who want to speak up. This is an opportunity to hear about the great work that Freedom to Speak Up Guardians are doing across all NHS Trusts. It is through the work that they are doing to support NHS staff and as positive agents of change, that we will create an NHS culture where staff can feel more confident about speaking up.

Championing the work of Freedom to Speak Up Guardians is an important part of my commitment

to supporting them, which is why I want to encourage all Freedom to Speak Up Guardians to attend this special conference. It will provide an important hub for our community of Freedom to Speak Up Guardians, a unique cross section of staff from different professional backgrounds to come together from across the country to share examples of best practice and the challenges they have faced. The different ways in which Freedom to Speak Up Guardians have been appointed and developed in each Trust is down to the fact that they have made this special role their own.

I hope that you will take this excellent opportunity to learn about the importance of speaking up in the NHS from our speakers and from Freedom to Speak Up Guardians, share stories with others and develop your skills through our workshops.

A handwritten signature in black ink that reads "HHughes".

Dr Henrietta Hughes, National Guardian



Director of Education & Quality, Medical Director, Health Education England Professor Wendy Reid

It is dedicated, passionate and hardworking people who make the NHS what it is, but in recent years it has become clear that some staff don't have the knowledge or confidence to raise or respond to concerns about patient safety. As a system we need to support this workforce to raise and respond to patient safety concerns by ensuring an environment of trust, openness and respect.

It has been our privilege to work with the National Guardian's Office to develop the new role of *Freedom to Speak Up Guardian*. We have commissioned training from whistleblowing charity Public Concern at Work to equip guardians with the skills they need to champion patient safety within their organisations. To date we have provided training to around 180 people from Trusts across England with further sessions planned throughout March.

We have also developed two e-learning sessions and two films that aim to empower healthcare professionals at all levels to both raise and respond to concerns.

They teach NHS staff the value of speaking up, highlight available support and outline appropriate ways to support staff and respond to their concerns adequately, timely and safely. This inaugural National Freedom to Speak Up Guardian's Conference promises an exciting agenda of presentations and workshops that I hope you find interesting, stimulating and thought provoking. I encourage you to take the opportunity to learn, contribute and develop your networks.

I look forward to working with the National Guardian's Office to ensure that Health Education England supports culture change and speaking up in healthcare.

Being a Freedom to Speak Up Guardian

Sir Robert Francis's 'Freedom to Speak Up' review in February 2015 highlighted the need for the creation of the National Guardian and Freedom to Speak Up Guardians at every Trust in England as 'vital steps towards developing the right culture and environment for speaking up.'

Four Freedom To Speak Up Guardians share their experiences to date....

Margaret Luce

Head of Patient & Public Involvement & Public Education London Ambulance Service NHS Trust



“With over 70 sites across London, it can be a challenge to get messages out to London Ambulance Service (LAS) staff. As Freedom to Speak Up Guardian for the London Ambulance Service, I'm passionate about creating and

promoting a culture and environment that allows staff to speak openly and raise concerns and about providing an appropriate system and structure for them to do this safely, for the benefit of themselves and patients.

I find that LAS staff tend to prefer to talk face-to-face, and most of the issues that have been raised so far have been brought to me in that way. It is still early days, but staff do seem to appreciate being able to raise their concerns in confidence with someone they feel they can trust. To try and inform staff about the Freedom to Speak Up Guardian role, we sent out a contact card with everyone's payslips, provided

information and links on our intranet site and have posted several items about the role in our weekly email bulletin.

We have also provided a dedicated email address, and one member of staff who had approached me with an issue, emailed me to say: "Thanks for the comprehensive reply. I now have the information I need to take this forward myself." What I've learned is that there is definitely a place for this additional way for staff to discuss their concerns."

Wayne Walker

**Multi-skilled Technician
Torbay & South Devon NHS Trust**



“I spend four hours a week being a Freedom to Speak Up Guardian alongside my regular job. We have a diverse group of eight Freedom to Speak Up Guardians at our Trust from consultants, a nurse, a multi-skilled technician to form a broad spectrum of Guardians. I would say to be a Guardian you have to

“It’s definitely a challenging role and I’ve had some very challenging concerns raised at times”

Jock Crawford

have mettle and be a strong willed person. I've had people coming to me breaking down when they bring issues to you, it's like being a counsellor. We tell them we are the support and can help them. We are not here to blame people. It's becoming a very hard balancing act with cutbacks and can be an uncomfortable situation. But that said, it's a gratifying job and I do it for all the staff."

Jock Crawford

**Clinical Supervisor,
Yorkshire Ambulance Service
NHS Trust**



“As a Clinical Supervisor, my job involves staff raising issues and concerns with me. I’m also a local Councillor, so I am used to people coming to me with their concerns and I like to think that I’ve got a reputation as somebody who gets things done. When I

initially joined the NHS, I felt the focus was more so on identifying somebody to blame than addressing the real issue. Staff felt that their concerns were ignored or not dealt with appropriately and the lack of action used to frustrate staff. Although things have improved greatly since then, the National Freedom to Speak Up Guardian Conference is a welcome opportunity to continue to improve staff and patient safety. Trying to get my name known and spread the word

about the Freedom to Speak Up Guardian role has not been easy. Fortunately I have 10 fantastic Advocates who promote FTSU and support staff who wish to raise concerns. My Trust initially arranged some in-house training for myself and Advocates and I also had training with whistleblowing charity Public Concern at Work both of which were brilliant, but there is more to be done.

It's definitely a challenging role and I've had some very challenging concerns raised at times, which have stretched me and left me wondering who do I go to, sometimes that can be difficult. It can also be quite a lonely role but Guardians are establishing local networks across the UK which should provide support and also creates an opportunity to share learning and resources. Hopefully we will get to the stage where NHS staff feel confident about raising concerns and that their concerns will be dealt with appropriately, but there is still a lot of work to be done before then."

Helen Allen

**Supervisor of Midwives
Hampshire Hospitals
NHS Foundation Trust**



“I was asked to step into the role as Freedom to Speak up Guardian by the Director of Nursing and Head of Midwifery for maternity services and for the Trust overall and appointed in October. The Trust did a big publicity launch, there was a campaign

on the Trust intranet and we use our email signatures to inform staff who we are. I think the green FTSUG badge is brilliant which is clearly visible and makes people ask “What does that mean?”

Being a Guardian compliments what is already in place at the Trust which is supportive of being open and accessible to raising concerns."

National Freedom to Speak Up Guardian's Conference

Agenda

Timing	Item and Speaker/s
09:30 – 10:00	Registration
10:00 – 10:45	<p>Welcome and opening remarks:</p> <p>Dr Henrietta Hughes, National Guardian</p> <p>Professor Wendy Reid, Director of Education & Quality, Medical Director, Health Education England</p>
10:45 – 11:15	<p>Translating experience</p> <p>Dr Nick Harper, Deputy Medical Director, Consultant Anaesthetist, Freedom to Speak Up Guardian, Blackpool Teaching Hospitals</p>
11:15 – 11:45	Learning from other sectors – expert speakers from outside the health sector
11:45 – 12:15	Panel discussion and Q&A
12:15 – 13:00	Lunch and visit to the exhibition area
13:00 – 14:45	<p>Workshops: There will be four x 45 minute interactive workshops, each running twice</p> <p>Workshop 1 - Robert Perks Room</p> <p><i>What do I need to know? Assessing my current and future training needs</i></p> <p>Led by National Engagement Manager at the National Guardian's Office, Lorraine Turnell who will help identify priorities for the next phase of Freedom to Speak Up training.</p> <p>Workshop 2 – George Thomas Room</p> <p><i>Measuring Effectiveness</i></p> <p>Led by Chris Hall, Senior Radiographer and Freedom to Speak Up Guardian for Hounslow & Richmond Community Healthcare NHS Trust, & Husna Mortuza, Strategy Manager at the National Guardian Office, who will help identify the data and information FTSUGs can routinely monitor.</p> <p>Workshop 3 – William Sangster Room</p> <p><i>Visibility and Reach</i></p> <p>Delivering Freedom to Speak Up across a Trust can be challenging. Clinical Supervisor Jock Crawford, a Freedom To Speak Up Guardian at Yorkshire Ambulance Trust, discusses strategies his Trust has adopted to improve visibility and reach.</p> <p>Workshop 4 – Donald English Room</p> <p><i>Building relationships with the HR team</i></p> <p>Lead by Chief Executive of NHS Employers, Danny Mortimer and Nyla Cooper, Programme Lead, Development & Employment Team, this workshop focuses on how HR colleagues can best support you in your Freedom to Speak Up Guardian role.</p>
14:45 – 15:00	Break
15:00 – 15:45	Panel discussion and Q&A
15:45 – 16:00	Closing remarks – Dr Henrietta Hughes , National Guardian

Delegates
to
select
two

Ask our speakers questions throughout the day -

go to www.sli.do or download the **Sli.do app** and use event code **#3093**