

Freedom of Information Act 2000 disclosure log entry

Reference

17-18375

Date sent

05/04/2018

Subject

Freedom to Speak Up Feedback

Details of enquiry

Staff feedback data collected and submitted by your Freedom To Speak Up Guardian(s)

1. Please advise of how your Freedom To Speak Up Guardian(s) assess and monitor staff's experience of the service they provide.
2. If they collect staff feedback, please advise how they do so, and when they started collecting such data.
3. Please provide the staff feedback data collected so far.
4. Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response.
5. If your Freedom To Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form.
6. Please advise how many forms have been sent out by your Freedom To Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back.
7. Please advise what staff feedback data your Freedom To Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data.
8. Please also disclose any guidance received by the trust or the Freedom To Speak Up Guardian(s) from the National Guardian's Office on how to collect staff feedback, and any related correspondence between the trust and the National Guardian's Office submitting feedback data or discussing the submission of feedback data.

Response Sent

1. Please advise of how your Freedom To Speak Up Guardian(s) assess and monitor staff's experience of the service they provide.
The Trust FSUG sends an email to staff who have used the service provided.
2. If they collect staff feedback, please advise how they do so, and when they started collecting such data.
A formal email was sent out to staff from July 2017 onwards. Emailed requests for feedback are now sent out periodically. This is the wording of the email that is sent is as follows:

Dear

I am writing to ask you if you might comment on your experience of contacting me in my role as Freedom To Speak Up Guardian for the Trust. I would be grateful for your feedback to help me to learn both what both worked well and what I might do to make any improvements. Your response will be treated anonymously. Could you comment specifically on whether or not you would use the service again?

If you have no objection, I would like to use some comments (without any identifiable information) in my feedback to the Trust and to the National Guardian's Office, so that we can learn about your experience and to reflect and improve on what is offered.

Thanks and best wishes

3. Please provide the staff feedback data collected so far.
As laid out in the email above, staff are assured that their responses will be treated anonymously and therefore this data is confidential to this Trust. To reveal any details would be a breach of this confidence. Moreover, if such data were to be revealed publicly it risks exposing staff members identity.
4. Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response.
 - April – June 2017, 9 contacts, 7 responses (75%)
 - July – Sept 2017 , 9 contacts, 4 responses (45%)
 - Oct – Dec 2017 10 contacts , 5 responses (50%)
5. If your Freedom To Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form.
Not applicable. See response to Question 2. Above
6. Please advise how many forms have been sent out by your Freedom To Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back.
Not applicable. See response to Question 2. Above
7. Please advise what staff feedback data your Freedom To Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data.
Feedback data has been submitted to the National Guardian's Office each time this has been requested. The information is submitted electronically, quarterly via email. – see attached documentation below, (Appendix A and Appendix B – Q2 and Q3 2017/18 data

8. Please also disclose any guidance received by the trust or the Freedom To Speak Up Guardian(s) from the National Guardian's Office on how to collect staff feedback, and any related correspondence between the trust and the National Guardian's Office submitting feedback data or discussing the submission of feedback data.

The FSU request for information is attached below for your perusal, as Appendix C. There has been no other correspondence about this.

Appendix A

National Guardian Freedom to Speak Up

National Guardian's Office
Request for information
April – June 2017

Summary

This note requests information on the cases that have been raised with Freedom to Speak Up Guardians (FTSUGs) between April and June 2017.

Deadline

We would be grateful for a **single return** from your trust / foundation trust by **28 July 2017**. Please send your return to datacollection@nationalguardianoffice.org.uk

Background

The National Guardian's Office (NGO) issued guidance on recording issues raised with FTSUGs in January 2017, and gathered some basic data covering the period up to the end March.

We are now looking for information on the issues that have been raised with you between **1 April** and **30 June 2017**. Please include all issues that have been raised with you during this period, irrespective of whether they have been 'closed' or not.

Information requested

We would be grateful if you could provide the requested information in the table at the end of this note.

Questions

If you have any queries in relation to this request, please contact the National Guardian Office using datacollection@nationalguardianoffice.org.uk

National Guardian
Freedom to Speak Up

National Guardian's Office
Request for information
April – June 2017

Trust name Tavistock and Portman NHS Foundation Trust		
Type of services your trust provides <i>Please indicate one</i>		Acute
		Combined acute and community
		Acute specialist
	X	Mental health / learning disability
		Combined mental health / learning disability / community
		Community
		Ambulance
Size of trust <i>Please indicate one</i>	X	Small (up to 5,000 staff)
		Medium (between 5,000 and 10,000 staff)
		Large (more than 10,000 staff)
Person completing the return	Gill Rusbridger	
Item	Return	Notes
FTSU issues raised in your trust		
The number of issues raised to FTSUGs, champions, ambassadors etc in your trust <u>in total</u>	9	Please count all issues <u>raised</u> during this period, irrespective of whether they have been 'closed' or not. Please give a single total figure for your trust. Note: a single 'case' may be categorised multiple times e.g. where a case has been reported anonymously and has an element of patient safety / quality involved it should be recorded under both the 'raised anonymously' and 'patient safety / quality' sections
The number of these issues raised anonymously	0	
The number of issues with an element of patient safety / quality	0	
The number of issues with an element of bullying / harassment	9	
The number of issues where people indicate that they are suffering detriment as a result of speaking up	0	

Appendix A (Continued)

National Guardian
Freedom to Speak Up

National Guardian's Office
Request for information
April – June 2017

People speaking up		
The number of issues raised by particular staff groups <i>Your return for this section should equal the total number of issues raised, given above.</i>		Doctors
		Nurses
		Healthcare Assistants
		Midwives
		Dentists
	9	Allied Healthcare Professionals
		Administrative / clerical staff
		Cleaning / Catering / Maintenance / Ancillary staff
		Corporate service staff
		Board members
	Other	
Feedback		
The total number of responses you have had to the feedback question: <i>'Given your experience, would you speak up again?'</i>	7	
The number of these that responded	4	Yes
		No
	3	Maybe
		Don't know
The <u>top three</u> most common themes to the feedback that you have received in response to the feedback question	Some staff were unsure that speaking up could make any difference especially with regard to someone 'known' for bullying behaviour. Others felt that they would be more confident about being heard and that they could take their concerns forward with confidence.	
Learning		
A summary of the main learning points you have made over this quarter	Bullying and harassment is something that the Trust has had to take seriously and I have raised the question with the CEO, Board of Directors and HR about creating a way for staff to raise their concerns in a way that protects their identity.	

Appendix B

Thanks for filling out [Speaking up data Q3 \(1 October – 31 December 2017\)](#)

Here's what we got from you:

Speaking up data Q3 (1 October – 31 December 2017)

This form requests information about the cases brought to Freedom to Speak Up Guardians between 1 October – 31 December 2017.

Please submit a single return from your trust by Monday 22 January 2018.

A summary of this data will be published on the National Guardian's Office webpages on 29 January.

If you have any queries in relation to this request, please contact the National Guardian's Office using enquiries@nationalguardianoffice.org.uk or 0207 448 9469.

Email address *

GRusbridger@tavi-port.nhs.uk

about you

Person completing the form.

First name *

Gill

Surname *

Rusbridger

Freedom to Speak Up job title *

- Freedom to Speak Up Guardian
- Freedom to Speak Up Champion
- Freedom to Speak Up Ambassador
- Other:

Section 3 - Your Trust

NHS trust (please select from list) *

[Tavistock and Portman NHS Foundation Trust V]

Region (please select from list) *

[London V]

Type of trust *

- Acute
- Acute specialist
- Ambulance
- Community
- Combined acute and community
- Community/ learning disability
- Mental health
- Mental health / learning disability

- Combined mental health / learning disability / community
- Other:

Size of trust *

- Small (up to 5,000 staff)
- Medium (between 5,000 and 10,000 staff)
- Large (more than 10,000 staff)

Section 4 - Freedom to Speak Up cases

Please include all cases that have been brought to you or members of your network during this period, irrespective of whether they have been 'closed' or not. Please give a single total figure for your trust. Note: each individual coming to you should be recorded as a separate 'case' even if they are coming to you as part of a group about the same matter.

Total number of cases brought to Freedom to Speak Up Guardians, Champions and Ambassadors in your trust between 1 October and 31 December 2017 *

10

Section 4 – About the case being raised

Please give details of the types of cases being reported. Each case may contain several issues and may be categorised using multiple categories e.g. where a case has been reported anonymously, and is stated to involve patient safety, and bullying issues, it should be recorded under all three of those categories.

Number of cases raised anonymously *

0

Number of cases with an element of patient safety/quality *

5

Number of cases related to behaviours, including bullying/harassment *

5

Number of cases where people indicate that they are suffering detriment as a result of speaking up *

0

People speaking up

Please give details of the number of cases raised to you by particular professional groups. Your return for this section should equal the total number of cases raised, given in section 4.

Doctors *

0

Nurses *

0

Healthcare Assistants *

0

Midwives *

0

Dentists *

0

Allied Healthcare Professionals *

5

Administrative/Clerical staff *

0

Cleaning/Catering/Maintenance/Ancillary staff *

3

Board members *

0

Corporate service staff *

0

Other *

0

Section 7 - Feedback

Please give the total number of responses you have had to the feedback question: 'Given your experience, would you speak up again?' Please include information on the feedback you have received this quarter, even if it relates to a case submitted prior to 1st July

Total number of cases that you have received feedback on *

5

The number of these that responded 'Yes' *

3

The number of these that responded 'No' *

0

The number of these that responded 'Maybe' *

0

The number of these that responded 'I don't know' *

2

Please state the top 3 most common themes from the responses to the feedback

question *

For example, "I felt listened to; the feedback was welcome; nothing will change; this didn't help," etc. Please note that this question is not asking you for the themes of cases brought to you. Maximum character count – 3,000 characters.

'It was easy to contact you and you took my concerns seriously.' ' It was helpful to have a confidential conversation about my concerns.' ' It was useful to meet you to use as a sounding board but my concern was not amenable to outside intervention.'

Section 8 - Your learning

Summary of the main learning points *

Please provide a short summary of the main learning points you have made over this quarter (e.g. ensuring feedback is given; further communications are needed; updates to policies and processes are required, etc.) Maximum character count – 3,000 characters
Staff really appreciate a follow up email or phonecall to check in how they are.

Appendix C

Speaking up data Q2 (1 July - 30 September 2017)

This form requests information about the cases brought to Freedom to Speak Up Guardians between 1 July - 30 September 2017.

Please submit a single return from your trust by Wednesday 8 November 2017.

A summary of this data will be published on the National Guardian's Office webpages by mid-November 2017.

If you have any queries in relation to this request, please contact the National Guardian's Office using datacollection@nationalguardianoffice.org.uk or 0207 448 9469.

[Top of Form](#)

Email address *

GRusbridger@tavi-port.nhs.uk

About you

Person completing the form.

First name *

Gill

Surname *

Rusbridger

Freedom to Speak Up job title *

- Freedom to Speak Up Guardian
- Freedom to Speak Up Champion
- Freedom to Speak Up Ambassador
- Other:

Section 3 - Your Trust

NHS trust (please select from list) *

Region (please select from list) *

Type of trust *

- Acute
- Acute specialist
- Ambulance
- Community
- Combined acute and community

- Community/ learning disability
- Mental health
- Mental health / learning disability
- Combined mental health / learning disability / community
- Other:

Size of trust *

- Small (up to 5,000 staff)
- Medium (between 5,000 and 10,000 staff)
- Large (more than 10,000 staff)

Section 4 - Freedom to Speak Up cases

Please include all cases that have been brought to you or members of your network during this period, irrespective of whether they have been ‘closed’ or not. Please give a single total figure for your trust. Note: each individual coming to you should be recorded as a separate ‘case’ even if they are coming to you as part of a group about the same matter.

Total number of cases brought to Freedom to Speak Up Guardians, Champions and Ambassadors in your trust between 1 July and 30 September 2017 *

9

Section 4 – About the case being raised

Please give details of the types of cases being reported. Each case may contain several issues and may be categorised using multiple categories e.g. where a case has been reported anonymously, and is stated to involve patient safety, and bullying issues, it should be recorded under all three of those categories.

Number of cases raised anonymously *

0

Number of cases with an element of patient safety/quality *

4

Number of cases related to behaviours, including bullying/harassment *

5

Number of cases where people indicate that they are suffering detriment as a result of speaking up *

0

People speaking up

Please give details of the number of cases raised to you by particular professional groups. Your return for this section should equal the total number of cases raised, given in section 4.

Doctors *

0

Nurses *

0

Healthcare Assistants *

0

Midwives *

0

Dentists *

0

Allied Healthcare Professionals *

7

Administrative/Clerical staff *

0

Cleaning/Catering/Maintenance/Ancillary staff *

2

Board members *

0

Corporate service staff

0

Other *

0

Section 7 - Feedback

Please give the total number of responses you have had to the feedback question: 'Given your experience, would you speak up again?' Please include information on the feedback you have received this quarter, even if it relates to a case submitted prior to 1st July

Total number of cases that you have received feedback on *

4

The number of these that responded 'Yes' *

2

The number of these that responded 'No' *

0

The number of these that responded 'Maybe' *

2

The number of these that responded 'I don't know' *

0

Please state the top 3 most common themes from the responses to the feedback question *

For example, "I felt listened to; the feedback was welcome; nothing will change; this didn't help," etc. Please note that this question is not asking you for the themes of cases brought to you. Maximum character count – 3,000 characters.

It was easy to speak confidentially My concerns were responded to quickly I was listened to

Section 8 - Your learning

Summary of the main learning points *

Please provide a short summary of the main learning points you have made over this quarter (e.g. ensuring feedback is given; further communications are needed; updates to policies and processes are required, etc.) Maximum character count – 3,000 characters

Staff really appreciate a follow up message and an enquiry as to how they are feeling following their having raised a concern.