

QUESTION

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 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, 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 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 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:

- 1.
2. The current Freedom to Speak up Guardian (FTSUG) has been in post since January 2017. As part of implementation of the role, the FTSUG created a feedback form on 04/04/17. The form also allows staff to comment on their opinion of the FTSUG input. The individual is given the FTSUG's line manager's contact details in case the individual wishes to feed back to someone other than the FTSUG.

The FTSUG aims to send the feedback form once a concern has been dealt with. There are times when this is not appropriate e.g. if the individual raising the concern is no longer engaging with the FTSUG, or hasn't responded to emails, or has requested no further input / contact. In these cases, the top priority is to offer ongoing availability and support.

Once a feedback form is sent, the FTSUG chases the individual up if there has not been a response.

3. The feedback form clearly indicates that individual responses will only be seen by the FTSUG, and the FTSUG will not keep the individual responses

once the data is collated. Therefore individual responses cannot be shared in order to honour the promise of confidentiality made to the individuals. However, the responses will be collated and may feature in the FTSUG's report, which is scheduled to be presented to the Board of Directors in April. Documents that relate to public Board meetings are freely available on the Trust internet site.

4.

5.

6. Three forms have been sent out and there have been two responses, indicating a 66% response rate. The timings of the two responses cannot be provided as this would indicate when individual responses have been sought and received.

Please find a copy of the feedback form attached.

7. The FTSUG gives feedback to the National Guardian Office on a quarterly basis. This is published; therefore there is already a publicly available copy of the information available via the National Guardian Office website: <http://www.cqc.org.uk/national-guardians-office/content/speaking-data>

Information provided in free text boxes can refer to specific cases, which would risk compromising the confidentiality of individuals.

8. On 14th February 2017, the FTSUG received an email from the National Guardian Office, which included a guidance document on recording concerns:

Feedback should be obtained at the point at which a case is closed, even if the person speaking up may be unhappy with the outcome. All FTSUGs should ask everyone raising an issue the following question:

"Given your experience, would you speak up again?"

Options for response:

"Yes / No / Maybe / don't know"

This should be supplemented with the follow-up question:

"Please explain your response"

FTSUGs will find it helpful to categorise the information provided in the supplementary question so that they can look for themes.

Seeking feedback will also be a useful opportunity to record the demographics and other characteristics of people who are speaking up. The NHS Staff Survey provides a useful template for obtaining information on demographics and we expect that, as a minimum, FTSUGs would seek information on gender, age, ethnic background, sexual orientation, religion and disability.

On 25th August 2017, the FTSUG received an email from the National Guardian Office, with the relevant extract below:

What's the feedback?

Based on the feedback that Freedom to Speak Up Guardians have received to date, when asked 'Given your experience, would you speak up again?' there was an overwhelmingly positive response:

<i>Given your experience, would you speak up again?</i>	
<i>Yes</i>	<i>89%</i>
<i>No</i>	<i>2%</i>
<i>Maybe</i>	<i>5%</i>
<i>Don't know</i>	<i>4%</i>

Common themes to the feedback that workers gave included:

- feeling empowered to escalate issues on their own after speaking to a Guardian*
- being listened to and supported during a difficult time*
- appreciation of the independence and confidentiality that a Guardian could offer*
- being asked for feedback*
- feeling that they were being taken seriously*

There were some more challenging themes to the feedback, including:

- Investigations taking too long*
- Pessimism that anything would change as a result of speaking up*
- Worries about repercussions*

On 8th January 2018 and 9th April 2018, the FTSUG received emails from the National Guardian Office related to the collection of speaking up data for Quarter 3 and Quarter 4 respectively. Guidance included the relevant extract below:

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 /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.*

The National Guardian Office has published two case reviews, and guidance for recoding issues, a FTSUG survey, and a FTSUG job description, all of which include guidance on gathering feedback. These are publicly available:

http://www.cqc.org.uk/sites/default/files/20180131_ngo_nlinconshire_goole.pdf

http://www.cqc.org.uk/sites/default/files/20171115_ngo_southportormskirk.pdf

http://www.cqc.org.uk/sites/default/files/20170406_Guidance-on-recording-for-FTSUGs_January2017.pdf

http://www.cqc.org.uk/sites/default/files/20170915_Freedom_to_Speak_Up_Guardian_Survey_2017.pdf

http://www.cqc.org.uk/sites/default/files/20180213_ngo_freedom_to_speak_up_guardian_id_march2018_v5.pdf

ATTACHMENT: Yes