

## Freedom to Speak up Staff Story

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Trust Board paper C

### Purpose of report:

This paper is for:	Description	Select (X)
Decision	To formally receive a report and approve its recommendations OR a particular course of action	
Discussion	To discuss, in depth, a report noting its implications without formally approving a recommendation or action	X
Assurance	To assure the Board that systems and processes are in place, or to advise a gap along with treatment plan	
Noting	For noting without the need for discussion	

### Previous consideration:

Meeting	Date	Please clarify the purpose of the paper to that meeting using the categories above
CMG Board (specify which CMG)		
Executive Board		
Trust Board Committee		
Trust Board	Bi annually	Freedom to Speak Up Guardian Staff Story for presentation and discussion

## Executive Summary

### Context

As part of the Board's wish to hear staff stories, it was agreed that the Director of Safety and Risk and the Freedom to Speak up Guardian would bring a Freedom to Speak Up staff story annually to the Public Trust Board Meeting. This is to provide an opportunity for the Board to hear an example of a staff member who accessed the Freedom to Speak up Service, the support offered and the organisational learning from this process.

Today, Heather will be sharing her experience from speaking up in UHL, the support she received and the learning from the safety concern she raised.

Heather has worked in Phlebotomy Services for 15 years and has worked for UHL for the last 8 years. Heather raised safety concerns around the practice within the phlebotomy service, as she had observed colleagues using needles and syringes to draw bloods, to then transfer the blood into blood bottles for International Normalised Ratio (INR) tests for patients on Warfarin therapy.

## Questions

- 1) What have we learnt from this story?
- 2) Are we happy with the provisions provided to help staff to speak up in UHL?

## Conclusion

Heather's story is rich in learning and from raising her concerns she has:-

- Seen positive changes in the service since raising her concerns.
- Actively participated in designing the communication we would like to send out trust wide to further ensure safe practice.

The Freedom to Speak up role is to:-

- Protect patient safety and the quality of care.
- Improve the experience of workers.
- Promote learning and improvement.

From this staff story this has highlighted that the Freedom to Speak up Guardian has:-

- Supported workers (Heather) to speak up.
- Identified and addressed any barriers that could stop staff from speaking up.
- Created a positive culture and empowered staff to speak up.
- Ensured that learning and improvements have been made to empower our staff to speak up.

## Input Sought

Trust Board members are invited to listen to this staff story and note the learning and actions identified.

Comment on the Freedom to Speak up arrangements within UHL in light of this story.

### ***For Reference:***

**This report relates to the following UHL quality and supporting priorities:**

#### ***1. Quality priorities***

Safe, surgery and procedures	[Not applicable]
Safely and timely discharge	[Not applicable]
Improved Cancer pathways	[Not applicable]
Streamlined emergency care	[Not applicable]
Better care pathways	[Yes]
Ward accreditation	[Not applicable]

#### ***2. Supporting priorities:***

People strategy implementation	[Yes]
Estate investment and reconfiguration	[Not applicable]
e-Hospital	[Not applicable]
More embedded research	[Not applicable]
Better corporate services	[Yes]
Quality strategy development	[Not applicable]

**3. Equality Impact Assessment and Patient and Public Involvement considerations:**

- What was the outcome of your Equality Impact Assessment (EIA)? None undertaken.
- Briefly describe the Patient and Public Involvement (PPI) activities undertaken in relation to this report, or confirm that none were required. None required.
- How did the outcome of the EIA influence your Patient and Public Involvement? N/A
- If an EIA was not carried out, what was the rationale for this decision? N/A

**4. Risk and Assurance**

**Risk Reference:**

Does this paper reference a risk event?	Select (X)	Risk Description:
<b>Strategic:</b> Does this link to a <i>Principal Risk</i> on the BAF?		
<b>Organisational:</b> Does this link to an <i>Operational/Corporate Risk</i> on Datix Register		
<b>New Risk</b> identified in paper: What <i>type</i> and <i>description</i> ?		
<b>None</b>	X	

5. Scheduled date for the **next paper** on this topic: February 2021
6. Executive Summaries should not exceed **5 sides** [My paper does not comply]

## **UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST**

**REPORT TO:** TRUST BOARD  
**REPORT BY:** DIRECTOR OF PEOPLE AND ORGANISATIONAL DEVELOPMENT  
**DATE:** 6<sup>TH</sup> FEBRUARY 2020  
**SUBJECT:** STAFF STORY- FREEDOM TO SPEAK UP

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### **1. INTRODUCTION**

- 1.1 As part of the Board's wish to hear staff stories, it was agreed that the Director of Safety and Risk and the Freedom to Speak up Guardian would bring a Freedom to Speak Up staff story annually to the Public Trust Board Meeting. This is to provide an opportunity for the Board to hear an example of a staff member who accessed the Freedom to Speak up Service, the support offered and the organisational learning from this process.

### **2. HEATHER'S STORY**

- 2.1 Today, Heather will be sharing her experience from speaking up in UHL, the support she received and the learning from the safety concern she raised.
- 2.2 Heather has worked in Phlebotomy Services for 15 years and has worked for UHL for the last 8 years. Heather raised safety concerns around the practice within the phlebotomy service, as she had observed colleagues using needles and syringes to draw bloods, to then transfer the blood into blood bottles for International Normalised Ratio (INR) tests for patients on Warfarin therapy.

Heather had genuine safety concerns about this practice due to her previous experiences working within the anticoagulation service. Heather was aware that this was out-dated practice which had safety implications for patients; due to the sensitivity of the INR tests, specific blood bottles are required to stabilise the blood prior to testing. Heather raised her concerns within the department, however unfortunately at the time she continued to see this practice occurring and therefore wanted to escalate her concerns further. She therefore raised her concern on 4<sup>th</sup> January 2019 with the Chief Executive, who thanked Heather for raising the issue. He requested the Director of Safety and Risk to review the concerns and for the Freedom to Speak up Guardian to meet with the staff member to gather any further information.

The Director of Safety and Risk escalated these concerns to Head of Operations for the area anonymously, and the Freedom to Speak up Guardian contacted Heather to update her on the actions taken and to support her in addressing the issues. A face to face meeting was arranged with the Freedom to Speak up Guardian and this was to provide an opportunity to thank Heather personally for speaking up for safety and to listen to any other concerns she may have.

At the meeting Heather shared that she had observed this practice for some time which had created some frustrations as she had voiced her concerns to colleagues. However, since raising her concerns with the Chief Executive, Director of Safety and Risk and Freedom to Speak up Guardian all syringes have been removed and clear information and expectations was communicated to all the team from the department management staff highlighting the importance that this practice needed to stop. Heather shared she had observed other colleagues undertake this practice and it was agreed that some wider trust communications may be beneficial around this to ensure this practice is not occurring elsewhere in the Trust.

As part of the actions since Heather raised her concerns, the Freedom to Speak up Guardian visited the phlebotomy services across the 3 sites to ensure all staff were aware how to access the service if further support was required.

The feedback from Heather on the support she received from Freedom to Speak up Guardian and others has been extremely positive. Heather reports she felt listened to, empowered to take action and would not be afraid to speak up again. She has seen significant improvements within the service from speaking up.

Heather is currently working with the Freedom to Speak up Guardian and the Director of Safety and Risk to design a communication template to share the importance of not using a syringe for drawing bloods and this information will be communicated trust wide.

### **3. LEARNING AND ACTION POINTS**

3.1 Heather's story is rich in learning and from raising her concerns she has:-

- Seen positive changes in the service since raising her concerns.
- Actively participated in designing the communication we would like to send out trust wide to further ensure safe practice.

3.2 The Freedom to Speak up role is to:-

- Protect patient safety and the quality of care
- Improve the experience of workers
- Promote learning and improvement

From this staff story this has highlighted that the Freedom to Speak up Guardian has:-

- Supported workers (Heather) to speak up
- Identified and addressed any barriers that could stop staff from speaking up
- Created a positive culture and empowered staff to speak up
- Ensured that learning and improvements have been made to empower our staff to speak up

### **4. RECOMMENDATIONS**

4.1 Trust Board members are invited to listen to this staff story and note the learning and actions identified.

4.2 Comment on the Freedom to Speak up arrangements within UHL in light of this story.

**Jo Dawson, Freedom to Speak Up Guardian**  
**Moira Durbridge, Director of Safety and Risk**

January 2020

# Freedom to Speak up Guardian

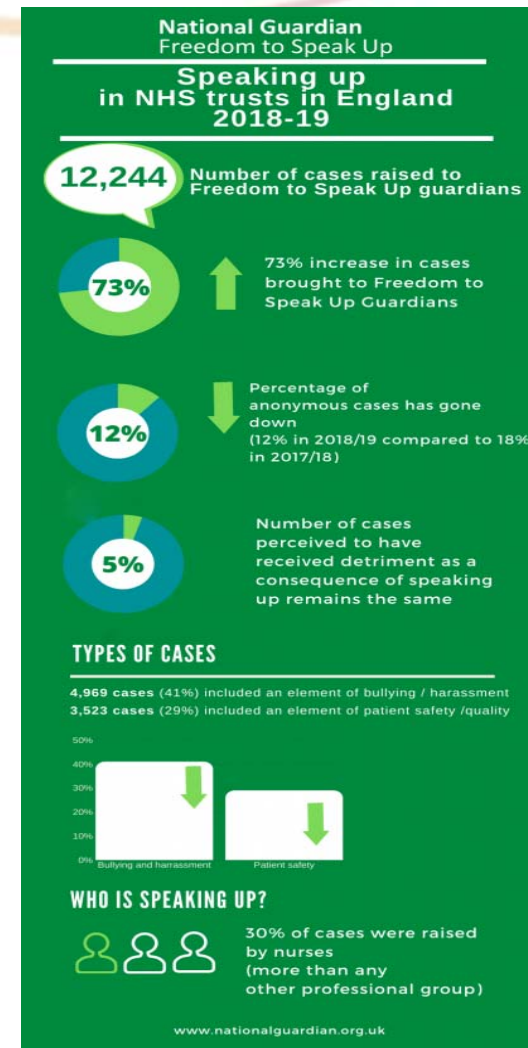
Freedom to Speak Up Guardians help:

- Protect patient safety and the quality of care
- Improve the experience of workers
- Promote learning and improvement

By ensuring that:

- Workers are supported in speaking up
- Barriers to speaking up are addressed
- A positive culture of speaking up is fostered
- Issues raised are used as opportunities for learning and improvement

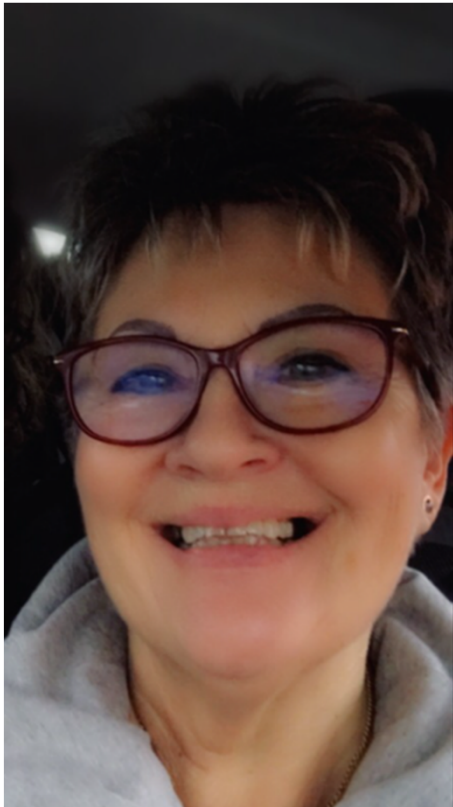
National Guardian's Office reveals that over the last year cases of speaking up to guardians have risen by 73 per cent, compared to 2017/18.



One team shared values



## Heather- Staff Story



- Worked in Phlebotomy services for 15 years
- Worked at UHL for the last 8 years
- Raised concerns around clinical practice
- Felt supported to Speak up through the Freedom to Speak up Service
- Seen improvements within the department since speaking up

One team shared values

