



East London NHS Foundation Trust

Freedom To Speak Up Newsletter

Spring 2021

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Freedom to Speak Up

Speaking up about any concern you have at work is vitally important.

Concerns could include, but are not restricted to:

- ⇒ Unsafe patient care
- ⇒ Unsafe working environment
- ⇒ Inadequate induction or training for staff
- ⇒ Lack of or poor response to a reported patient safety issue
- ⇒ A bullying culture across a team or organisation.



If you are not comfortable speaking with your Line Manager about your concern, please contact your **FTSU Ambassadors**, **FTSU Champion** or the **FTSU Guardian**.

The Freedom to Speak Up Team



FTSU Ambassador – Forensic Services

Chouna Smith

Clinical Nurse Specialist

Email: chouna.smith@nhs.net

PH: 02032227108

FTSU Ambassador - Bedfordshire

Claire Creaser

Lead Nurse for Palliative Care

Email: c.creaser@nhs.net

MB: 07833371020



FTSU Ambassador - Luton

Carrol Morris

Admin Lead

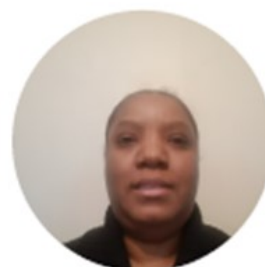
Email: carrol.morris2@nhs.net

MB: 07770210124

EA to FTSU Guardian

Ruth Miller-Hardy

Email: ruth.miller-hardy@nhs.net



FTSU Ambassador – City & Hackney

Emma Terry

Modern Matron - Perinatal Services

Email: emma.terry4@nhs.net

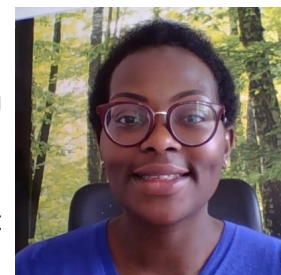
MB: 07825023033

Freedom To Speak Up Guardian

Ade Dosunmu

Email: adewunmi.dosunmu@nhs.net
or elft.freedomtospeakup@nhs.net

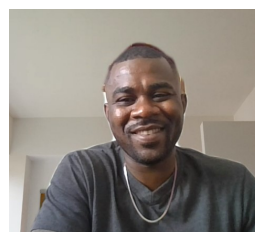
MB: TBC



Freedom To Speak Up People Participation Support

Ola Ogunyomi

Email: ogunyomi.olanrewaju1@nhs.net



Welcome to our Freedom to Speak Up Champions!

Freedom to Speak Up Guardians cannot be effective in isolation. Their role requires them to work in partnership throughout their organisation to support speaking up and translate this learning to improve the safety and experience of all. This requires the time, commitment and support of everyone responsible for fostering a speak up, listen up, follow up culture.



The Freedom to Speak Up network has expanded to include FTSU Champions to raise awareness and promote the value of speaking up, listening up and following up.

FTSU Champions support the FTSU Guardian by:

1. Raising awareness

Being visible and accessible, promoting speaking up within groups, departments and their locality. They role modelling the values and behaviours associated with speaking up and listening up. Colleagues are reminded of the importance of speaking up and encouraged to make it 'business as usual'

2. Signposting and support

Knowledge of speaking up policy and process including escalation routes and useful contacts. They can provide information on options available for raising concerns. They understanding when to sign post, when to seek support and when to escalate to the FTSU Guardian. Colleagues are thanked and informed about the options available and feel empowered to take action themselves

3. Feedback

Speaking up is an opportunity to learn and improve. FTSU Champions will share the themes being raised and communicate them sensitively for wider learning with the Freedom to Speak Up Guardian.



Freedom to Speak Up Champions

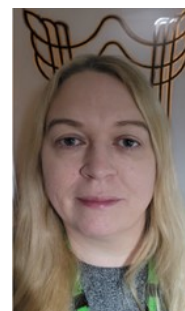
FTSU Champion – CHS Tower Hamlets
Lena Pamphile
Role: Administrator for the Tower Hamlets Community Discharge Hub
Email: lena.pamphile@nhs.net
MB: 07931634011



FTSU Champion – Newham
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Role: Advanced Nurse Practitioner at the Newham Telehealth Service, EPCT
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MB: 07880373346



FTSU Champion – Bedfordshire
Michelle Aldrich
Role: Clinical Nurse Lead for the Triage Assessment and Brief Intervention Team
Email: michelle.aldrich@nhs.net
MB: 07776633790



FTSU Champion – Specialist Services
Temitope Adedewe
Role: Modern Matron at the Coborn Centre for Adolescent Mental Health, Newham
Email: temitope.adedewe@nhs.net
MB: 07961443168



FTSU Champion – Specialist Services
Dr Zara Hosany
Role: Principal Clinical Psychologist at the Newham Child & Family Consultation Service in York House
Email: zara.hosany1@nhs.net
Phone: 020 8430 9000



Become a Freedom to Speak Up Champion

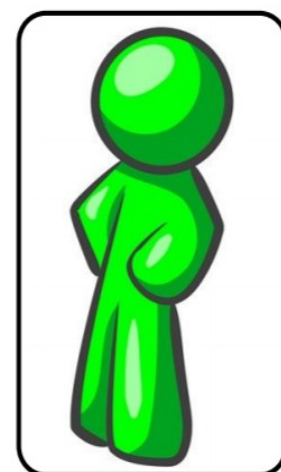
Role Summary

As part of the Trust's ongoing commitment to Freedom to Speak Up, we are looking for staff in all areas and roles in the Trust to support the Freedom to Speak Up service and be a link for staff to discuss concerns they may have.

You will be a point of contact for individuals who require advice, to inform them of the options available, whether informal or formal and to direct individuals to the support available.

With regular training and support from the Trust's Freedom to Speak Up Guardian, you will act as a role model for creating and maintaining an open, honest and transparent culture which values speaking up.

This role is a voluntary role and is undertaken in addition to your existing role in the Trust.



Key responsibilities:

1. To work with others within the Trust to develop a culture where speaking up is recognised and valued.
2. Promote local speaking up processes and be a source of support and guidance to staff.
3. Be available and accessible to staff who may have a concern.
4. Take appropriate action when matters that people are speaking up about indicate that patient safety and quality of care may be compromised.
5. Ensure that any safety issues raised are addressed and feedback is given to the member of staff who raised it in line with confidentiality agreements.
6. Communicate with empathy and compassion with other staff about potentially emotive subjects.

Key Skills:

- ⇒ Demonstrate behaviours consistent with the Trust's values .
- ⇒ Good time management skills to balance the role with your existing role.
- ⇒ Ability to turn 'Speak Up' scenarios into 'learning from' opportunities.
- ⇒ Ability to show and demonstrate an empathetic approach.
- ⇒ Ability to remain non-judgmental when presented with information.
- ⇒ Ability to build trust and rapport with pace and authenticity.
- ⇒ Knowledgeable about Freedom to Speak Up matters and local issues, and able to advise staff appropriately about speaking up.

Training will be provided upon entry to the role.

Please discuss with your Line Manager prior to applying.

Please contact the FTSUG, Ade Dosunmu (adewunmi.dosunmu@nhs.net) for any further enquiries.



Freedom to speak up



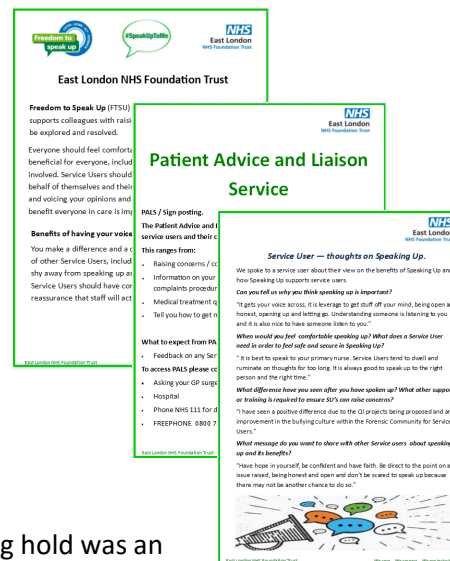
East London NHS Foundation Trust

A word from

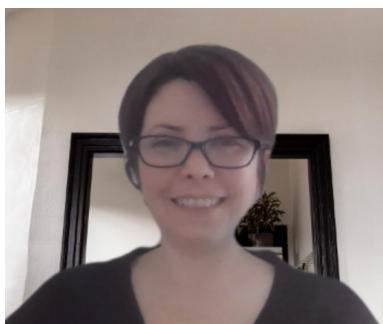
Freedom To Speak Up People Participation Support, Ola Ogunyomi



Ola has been a great support to Freedom to Speak Up this year. As a former Service User, Ola understands the importance and value to speaking up when something is not quite right. Ola created and developed a 'Speaking Up' leaflet for Service Users in the John Howard Centre and Wolfson House.



Anita Hynes



"Starting a new job just as the Covid Pandemic was taking hold was an experience in itself. I was so thrilled and delighted to be the Interim FTSU Guardian in ELFT, and finally working as part of the NHS. It was information overload initially, but I was so happy to be in the middle of it all. Then the reality of the pandemic started to hit, how it had gripped various parts of the world and was making its way rapidly towards us.

Three weeks later I was working from home. The Comms team were very supportive in sharing my details so that staff knew who to contact, as well as sharing FTSU updates. All the FTSU Ambassadors were very supportive in sharing the FTSU message of making speaking up

'business as usual' as well as supporting their colleagues with speaking up. Since April of last year over 120 colleagues raised their concerns with FTSU. We are constantly striving to make 'speaking up' the norm, but the reality is it is still so very difficult for some. I feel very privileged, and deeply respect, that colleagues made the time and effort to contact and share their concerns with me.

While concerns are raised and escalated within a service or Directorate area, themes emerging from the concerns raised are also fed back at Board level. As a result, much work is taking place to address those themes. Incivility & disrespect and concerns regarding recruitment are two of the broad areas that are undergoing much work at the moment. The People and Culture Team are working towards producing regular communications to share recruitment and role advertisement details on a regular basis, to ensure equality, fairness and transparency. Leaders have also started discussions on civility and respect; what behaviours we role model and promote in our areas, where and what the challenges can sometimes be, and what we can do to create an environment where the experience of civility and respect in our work place is the norm for all colleagues.

As I sign off from the FTSU Guardian role and handover to our FTSU Guardian expert, Ade Dosunmu, I would like to thank all those colleagues who raised their concerns over the last year. I do understand the courage it takes – thank you."

Welcome back to Ade Dosunmu, Freedom to Speak Up Guardian



"It's really exciting to return to ELFT as the Freedom to Speak Up Guardian. I'm feeling very honoured with the great work that Anita has done over the past year, especially at a very difficult time for everyone.

The last year has really highlighted the importance of creating a safe space for staff to speak up, especially when things do not go right.

I look forward to continuing with the good work, and taking forward all the lessons that we have learned in the last year."

Freedom to Speak Up at the CEO Strategic Discussion Group

Ade Dosunmu and Anita Hynes shared the themes of the concerns coming through to FTSU at the CEO Strategic Discussion Group. In this meeting, we focused on the particular theme of civility and respect, and discussed how we create a working environment where these positive behaviours are the norm.

East London **NHS**
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CEO Strategic Discussion Group

Freedom to Speak Up

Ade Dosunmu
Anita Hynes
21st April 2021

We care We respect We are inclusive

East London **NHS**
NHS Foundation Trust

Freedom to Speak Up

- Support workers to speak up when they feel that they are unable to do so by other routes.
- Ensure that people who speak up are thanked, that the issues they raise are responded to, and make sure that the person speaking up receives feedback on the actions taken.

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NHS ELFT Staff Survey

ELFT – Organisation as a whole			Organisation Overall - 2019	Organisation Overall - 2020
Section	Q	Description	n = 2846	n = 2621
Your Health, Well-Being and Safety at Work	Q16a	Organisation treats staff involved in errors/near misses/incidents fairly	62%	61%
	Q16b	Organisation encourages reporting of errors/near misses/incidents	89%	88%
	Q17a	Know how to report unsafe clinical practice	95%	96%
	Q17b	Would feel secure raising concerns about unsafe clinical practice	75%	75%

- Over a **third** of our staff feel unfairly treated when involved with a near miss or incident
- A **quarter** of our staff do not feel secure raising concerns about unsafe clinical practice

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Freedom to Speak Up at ELFT

FTSU Themes	Number	Percentage
Patient Safety/Quality of Care	14	10.4
Bullying/Harassment/Negative Behaviours	40	29.9
Processes/ Organisational Structure/ Other	54	40.3
COVID19 related	21	15.7
Unknown	5	3.7
Total	134	100.0

Underpinning the majority of these concerns are behaviours around civility and respect.

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Freedom to Speak Up at the CEO Strategic Discussion Group

INCIVILITY

THE FACTS

WHAT HAPPENS WHEN SOMEONE IS RUDE?

80% of recipients lose time worrying about the rudeness


38% reduce the quality of their work


48% reduce their time at work


25% take it out on service users


Less effective clinicians provide poorer care

WITNESSES

20% decrease in performance


50% decrease in willingness to help others


SERVICE USERS

75% less enthusiasm for the organisation


Incivility affects more than just the recipient
IT AFFECTS EVERYONE

CIVILITY SAVES LIVES

The price of incivility. Porath C, Pearson C. Harv Bus Rev. 2013 Jan-Feb;91(1-2):114-21, 146.

In a break out room session, leaders discussed:

Civility & respect:

- ⇒ What behaviours do you promote in your areas and how do you do that? Are there any challenges?
- ⇒ What else do we need to do in order to create an environment where civility is the norm?

Productive discussions were had and colleagues fed back their thoughts on how we can create and/or maintain positive work environments for all.

The clear messages returned were that we need to treat others how we ourselves would like to be treated.

Taking forward for further consideration and reflection, amongst other elements, is how we call out negative/uncivil behaviours (in a civil manner) when they are overheard or witnessed.

Leaders are taking these discussion forward in DMT meeting in the coming weeks for further discussion, thoughts, reflection and feedback.



National Guardian

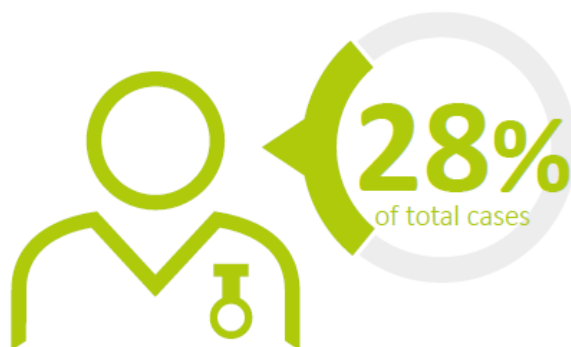
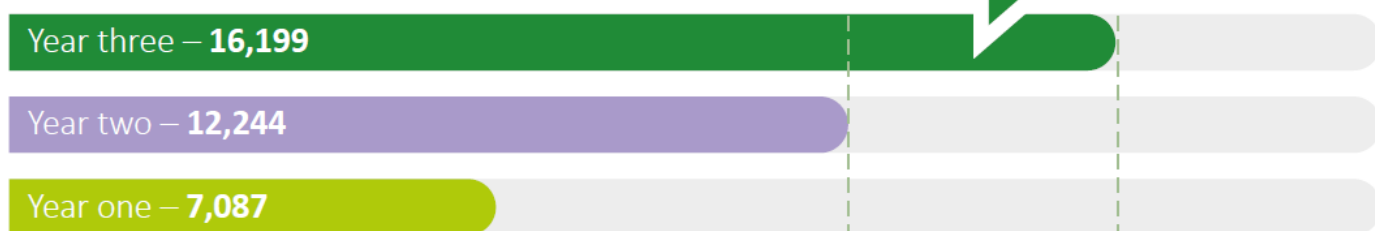
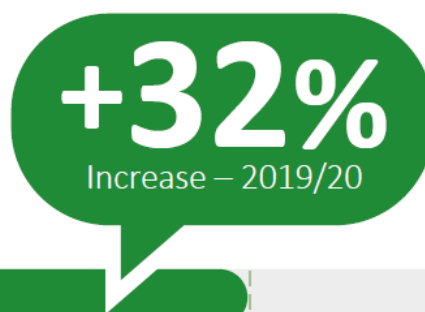
Freedom to Speak Up

The National Guardian's Office Annual Report, published March 2021

The year in numbers Speaking Up data from 2019/20

Cases raised to guardians

16,199 cases were brought to Freedom to Speak Up Guardians, resulting in a **32% increase**.



Nurses continued to account for the biggest portion (**28 per cent**) of cases raised with Freedom to Speak Up Guardians.

Administrative and clerical workers accounted for the next biggest portion of cases raised with Freedom to Speak Up Guardians (**19 per cent**), up three percentage points on the previous year.



Source: Annual Speaking Up Data Report 2019/20

Employee Relations, Advice & Support

Bullying & Harassment

Advisors are located across the Trust and can be contacted by phone or email. At first contact, the Adviser will either talk to you on the phone or make an arrangement to see you in a mutually convenient and neutral setting. Advisers are located in clinics, inpatient wards and offices across the Trust and can be contacted by telephone or by email. They are:

Selma Ali 020 3487 1303 selma.ali1@nhs.net
 Diane Aston 020 7655 4217 diane.aston@nhs.net
 Janet Flaherty 020 7655 4066 janet.flaherty@nhs.net

Harassment Support Advisers have provided confidential informal support to a number of staff, male and female, from different services, disciplines and areas in the Trust.

Employee Assistance

The free Employee Assistance Programme helpline is available 24 hours a day, 7 days a week. It is available free of charge, offering immediate information, answers and advice on a range of workplace and personal issues.

Call on **0800 174 319** or log-in online (<https://carefirst-lifestyle.co.uk/>). Username: 'elft' Password: 'employee'

Mediation Service

Mediation is a voluntary, independent and confidential process whereby an impartial third party (a trained mediator) assists individuals or groups who are in conflict. To find out more about ELFT mediation service, please contact the ELFT Mediation Inbox at elft.mediation@nhs.net.

General Advice

If you are worried about standards of care, raising your concern is absolutely the right thing to do. It is vital that, where possible and appropriate, you gather as much evidence as you can to support your concern.

Think about:

- Keeping a diary of events, dates, times and others present who witnessed the concerning incidents or behaviours.
- Logging who you raised the concern with and when.
- Also record the response you received, if any, as a result of raising it.

Make sure you get professional advice as soon as possible.

Have you joined a Trade Union?

Anyone from any professional background or job role can join a Trade Union. If you are unsure of which union you should join, or how to join, please speak to a member of Staffside.

Contact details are available on the Intranet.

Trade unions will support staff who are involved in an employee relations processes such as: Bullying and Harassment, Dignity at Work, Grievance, Sickness, Capability and Organisational Change.

Maureen Brown: Matron, Staffside Chair (UNISON)
maureen.brown11@nhs.net (07702007287)

Mark Dunne: Clinical Implementation lead
mark.dunne@nhs.net (0207 655 4000x1542)

John Peers: Safer Staffing Lead, Staffside Secretary (Unite Branch Chair)
john.peers2@nhs.net (020 8121 5353)

Carla Lewinton: Team Lead - CMHT, Staffside Lead (RCN)
carla.lewinton@nhs.net