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<b>Attachments</b>	No

## Freedom of Information Act Disclosure log - Reply Extract

### You asked

I would like to know whether it is possible to request some performance indicators of the Trust such as performance in whistleblowing outcome. I have seen the CQC dashboard and have found that the Trust performance in whistleblowing is below that of national average ie below expected. I would like to know if I am able to see the Trust performance data in this area?

For clarification, I require performance information for the past one year please.

I have attached the CQC dashboard. Page 22 and 33 has the relevant points highlighted in yellow. I am keen on finding out the response of the Trust to whistleblowers.

### Our reply

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it does not hold the information requested. It is providing assurance of our stance and of the actions taken to encourage staff have the freedom to speak up.

You attached a copy of a Care Quality Commission (CQC) dashboard report which is produced monthly. The report you attached was produced in April 2018. These reports are compiled by the CQC and contain information regarding complaints that are reported directly to the CQC, and as such the Trust would not hold this information. If you wish to obtain further information on the Trust's performance relating to whistleblowing regarding complaints reported directly to the CQC, you will need to contact the CQC directly for further data which should provide you with assurance.

For clarity, the report you have attached was for April only, so the specified cases reported to the CQC in the month of March (contained in the April report you attached) were 1 or more, which resulted in a 'much worse' grading. You would need to obtain CQC monthly reports for the time period you require to establish cases reported directly to the CQC over that time period.

The Freedom of Information Act 2000 application details are provided on their website. Please find the attached link for your ease: <https://www.cqc.org.uk/about-us/our-policies/freedom-information-data-protection>.

We can advise you that the Trust's raising concerns policy is publicly available on the Trust website at: <https://www.plymouthhospitals.nhs.uk/trust-policies>

The Trust's Freedom to speak up guardian contact details is: [Plh-tr.F2Sguardian@nhs.net](mailto:Plh-tr.F2Sguardian@nhs.net)

The Freedom to Speak Up (FTSU) Guardian will work alongside trust leadership teams to support the organisation in becoming a more open and transparent place to work, where all staff are actively encouraged and enabled to speak up safely.

### **The Freedom to Speak Up Guardian will:**

- Work with the Chief Executive and Board to help create an open culture which is based on listening and learning and not blaming.
- Develop, alongside the Board, Chief Executive and Executive team a range of mechanisms, in addition to the formal processes, which empower and encourage staff to speak up safely.
- Role model and promote the values of University Hospitals Plymouth NHS Trust.
- Promote through a variety of engaging methods, the importance of staff feeling safe to speak up and raise concerns using the raising concerns toolkit and resources, ensuring high visibility of the issue.
- Ensure that staff with disabilities and those from black and other minority ethnic backgrounds are encouraged to speak out and are not disadvantaged by doing so.
- Participate in the organisation's educational programme for all staff so that they understand how they can raise concerns and for managers about how they respond to concerns and supporting the member of staff appropriately.
- Be entirely independent of the executive team, so they are able to challenge senior members of staff, reporting to the Board or externally as required.
- Be a highly visible individual, who spends the majority of their time with 'front line' staff, providing expertise in developing a safe culture which supports and encourages staff to speak up using the local procedures and if necessary advising them on how to raise concerns, including externally.
- Act in an independent and impartial capacity, listening to staff and supporting them to raise concerns they may have by using the available structures and policies, both within the organisation and outside.
- Independently review any complaints from members of staff about the way they have been treated as a result of raising a concern and report back to the individual and, with their agreement, to their manager, the chief executive and the director of human resources.
- Ensure members of staff who speak up are treated fairly through the investigation, inquiry and or review and that there is effective and open communication during this time.
- Ensure that information about those who speak up is kept confidential at all times, subject to requirements around safeguarding and illegality

This is the National Guardians Office link: <http://www.cqc.org.uk/national-guardians-office/content/national-guardians-office>

**Attachments included:** No