

## Raising Concerns

### Staff Survey Analysis for the North of England

Sir Robert Francis QC is leading an independent review into the NHS reporting culture, to make it easier for NHS workers to raise concerns in the public interest, and help to create the kind of open culture that is required to ensure safer patient care.

The North of England SPF has a role to promote good employment practice across the region and it was agreed that performance in North for the staff survey questions relating to raising concerns should be shared at the September SPF meeting. This will support a discussion on the actions required to support the objectives on the Francis review which are:

To provide advice and recommendations to the Secretary of State for Health on measures to:

- **Build confidence to speak out:** by ensuring that staff can raise concerns about patient safety, malpractice or wrongdoing at work and can be sure that they will be listened to, and that appropriate action will be taken
- **Prevent mistreatment:** by exploring whether appropriate measures are in place to hold those into account where they are found to mistreating staff who have raised a concern
- **Consider independent dispute resolution:** the review will also consider whether new and/or independent mechanisms are needed to resolve disputes in the NHS that involve whistleblowers and arrangements are in place to help them return to work
- **Separate out concerns about care, malpractice or wrongdoing at work from personal grievance disputes:** however complex cases become, concerns about care need to be pulled out and dealt with separately in the future.

The review will also seek out lessons learned and explore how these can be used to help enhance patient safety.

### Staff Survey Analysis

There are three questions in the NHS staff survey that ask respondents specifically about raising concerns in their organisation.

These are:

**19a) If you were concerned about fraud, malpractice or wrongdoing, would you know how to report it?**

**19b) Would you feel safe raising your concern?**

**19c) Would you feel confident that your organisation would address your concern?**

An analysis of performance in the North is provided below.

Question	National Average (Yes response)	North Average (Yes response)	Top 3 organisations	Bottom 3 organisations
<b>19a) If you were concerned about fraud, malpractice or wrongdoing, would you know how to report it?</b>	90%	91%	Northumberland, Tyne and Wear NHS Foundation Trust (98%) Cheshire and Wirral Partnership NHS Foundation Trust (98%) Calderstones Partnership NHS Foundation Trust (98%)	Leeds Teaching Hospitals NHS Trust (81%) Aintree University Hospital NHS Foundation Trust (83%) Sheffield Teaching Hospitals NHS Foundation Trust (84%)
<b>19b) Would you feel safe raising your concern?</b>	72%	72%	NAViGO (80%) Lancashire Care NHS Foundation Trust (86%) Calderstones Partnership NHS Foundation Trust (88%)	Yorkshire Ambulance Service NHS Trust (58%) North West Ambulance Service NHS Trust (60%) North East Ambulance Service NHS Foundation Trust (60%)
<b>19c) Would you feel confident that your organisation would address your concern?</b>	56%	57%	Tees, Esk and Wear Valleys NHS Foundation Trust (70%) Lancashire Care NHS Foundation Trust (76%) Calderstones Partnership NHS Foundation Trust (78%)	Yorkshire Ambulance Service NHS Trust (39%) North Cumbria University Hospitals NHS Trust (39%) Mid Yorkshire Hospitals NHS Trust (44%)

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The above demonstrates that although on average the North performance is in line with the national average there is a significant amount of variation between the top and bottom performing trusts. Appendix A contains graphs that show the % of 'yes' responses to each question above for every organisation in the North.

### **Next Steps**

It is evident that significant work is required across the region to promote a culture change of openness and transparency so that employees are confident in their ability to raise concerns and the organisation's response to this concern.

There are numerous resources available to NHS organisations to support them in making this change, the majority of which can be found at <http://www.nhsemployers.org/your-workforce/retain-and-improve/raising-concerns-at-work-whistleblowing>

The North of England SPF is asked to consider the following questions in response to the Francis enquiry and the actions it will take to enhance performance in this area across the region.

**What examples of good practice are in place to support the raising of concerns?**

**What in your experience is key to successful reporting and raising of concerns?**

**What organisational culture and climate enables concerns to be raised freely?**

**What would help to create a culture like this in the NHS?**

**What is the role of the North SPF to help create this culture?**