

Date: 04/04/2018

FREEDOM OF INFORMATION REQUEST FOI/013999 – Freedom to speak up Guardians

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.

We ask verbally as the process of working through the concern occurs, particularly towards the end of the process. Also individuals respond either verbally or by other means (e.g. email) to tell us of their view. We also have a form that we send to individuals once an outcome is agreed.

2. If they collect staff feedback, please advise how they do so, and when they started collecting such data. See above, from the beginning of the system.

3. Please provide the staff feedback data collected so far. The feedback we have received so far is positive.

4. Please also disclose what the rate of response from staff has been to date, in terms of the % rate of response. Approximately a third.

5. If your Freedom To Speak Up Guardian(s) collects staff feedback via a specific form, please provide a copy of the feedback form. See below

6. Please advise how many forms have been sent out by your Freedom To Speak Up Guardian(s), over what period the forms have been sent out and how many forms have been received back. Please note a form is not sent to everyone as we also receive feedback verbally. 10 forms sent out, 1 received back.

7. Please advise what staff feedback data your Freedom To Speak Up Guardian(s) has submitted to the National Guardian's Office and provide a copy of the submitted data. Please go to the website <http://www.cqc.org.uk/national-guardians-office/content/speaking-data>

8. Please also disclose any guidance received by the trust or the Freedom To Speak Up Guardian(s) 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.

For a copy of the policy please contact dgft.foi@nhs.net quoting reference FOI/013999

Freedom to Speak Up Guardian

FEEDBACK REGARDING SPEAK UP GUARDIAN/PROCESS

It is useful for the Guardians to receive feedback following you raising your concern. This is in COMPLETE CONFIDENCE between you and the Guardians. If you prefer to answer these questions over the phone please do ring us.

1. Given your experience, would you speak up again?(please tick)

Yes No Maybe Don't know

"Please explain your response"

2. Could the Guardian(s) have done anything differently and if so, what? (please tick)

Yes No

3. About you (we are asked to collect certain demographic data)

Are you male or female?

Male
Female

Heterosexual / straight
Gay / lesbian
Bisexual
Other
I would prefer not to say

What was your year of birth? (Please write

in) e.g.

I would prefer not to say

What is your religion?

No religion
Buddhist
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
Hindu
Jewish
Muslim
Sikh
Other
I would prefer not to say

Which of the following best describes how you think of yourself?

What is your ethnic group? (Cross ONE box only)

a. WHITE

English / Welsh / Scottish / Northern Irish / British
Irish
Gypsy or Irish Traveller

b. MIXED / MULTIPLE ETHNIC GROUPS

White and Black Caribbean
White and Black African
White and Asian

c. ASIAN / ASIAN BRITISH

Indian
Pakistani
Bangladeshi
Chinese

**d. BLACK / AFRICAN / CARIBBEAN / BLACK
BRITISH**

African
Caribbean

e. OTHER ETHNIC GROUP

Arab
Any other ethnic group,
write in.....

I would prefer not to say

Do you have any of the following long-standing conditions?

Deafness/Severe Hearing Impairment
Blindness/Partially Sighted
Long-standing physical condition
Learning disability
I would prefer not to say