



University Hospitals of Leicester

NHS Trust

University Hospitals of Leicester

Q1 Data – April – June 2025

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Main point of contact:

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Prepared by:

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UHL FTSU Dashboard – Quarter 1 – Section 1

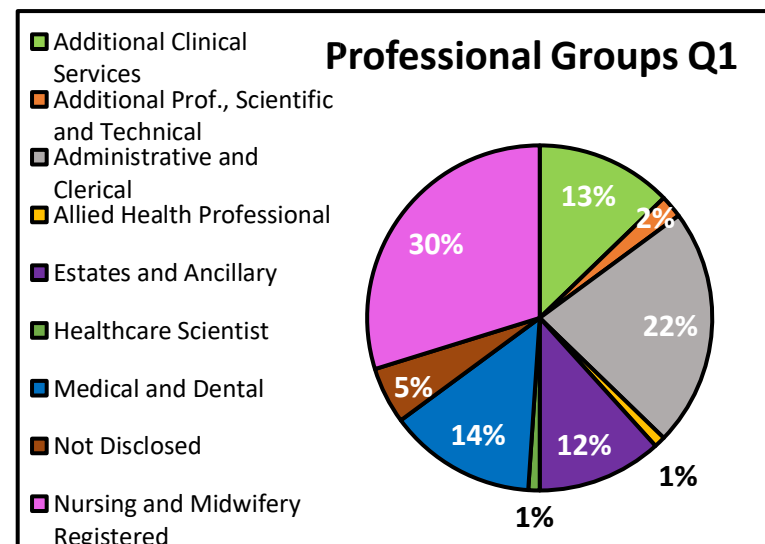
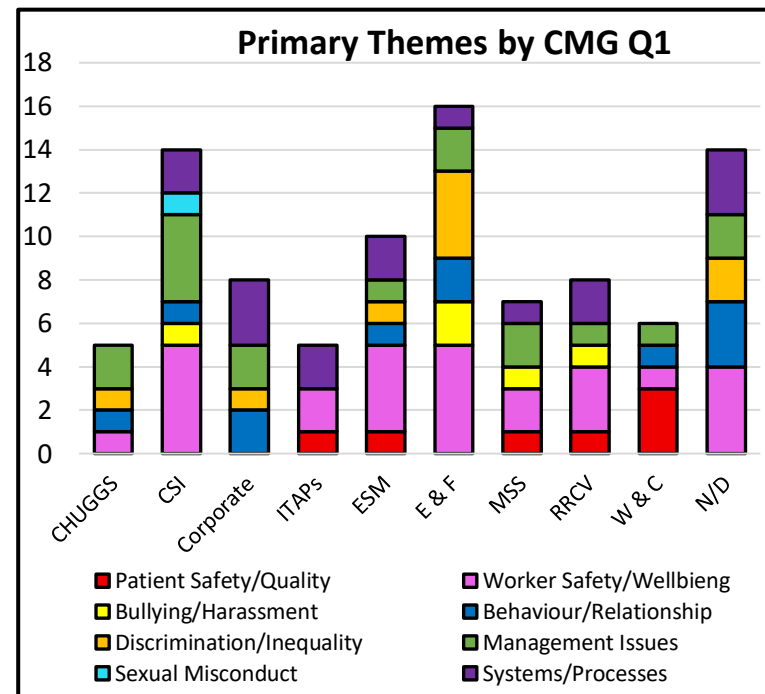
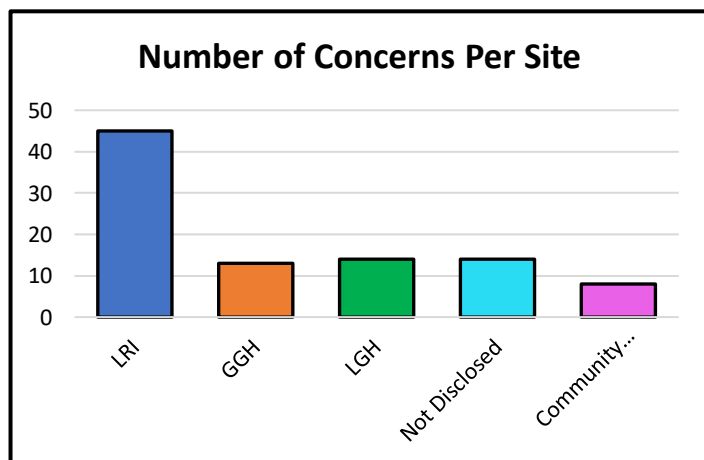
Cases		
	Q4	Q1
New Cases this quarter	110	94
Cases closed this quarter	124	56
Cases remaining open this quarter	14	38
Total cases	110	94

RAG Status		
	Q4	Q1
Red	6	0
Amber	63	43
Green	40	50
White	1	1
Total	110	94

Outcomes	
	This Quarter
Chose not to pursue	4
No further contact	5

Reported Detriment	
	This Quarter
Detriment	3

Themes		
	Primary Only	All themes inc. primary
	Quarter	Quarter
Patient safety/quality	7	7
Worker Safety or wellbeing	27	40
Bullying or harassment	5	9
Other inappropriate behaviour or attitudes		
Behaviour / relationship	11	28
Discrimination & inequality	9	13
Management issue	18	32
Sexual misconduct	1	2
Additional Themes		
System and process	16	21
Other	0	0
Totals	94	152



Section 2 – Additional Data

Breakdown of theme by Quarter

	Q1 April 24 – June 24	Q2 July – Sept 24	Q3 Oct – Dec 24	Q4 Jan – March 25	Q1 April 25 – June 25
Patient Safety / Quality	13	2	18	14	7
Worker Safety / wellbeing	4	8	8	5	27
Bullying / Harassment	6	7	7	9	5
Behavioural/Relationship	4	13	17	20	11
Discrimination / Inequality	2	10	13	8	9
Management Issue	39	37	33	35	19
Sexual Misconduct					1
System / Process	10	14	33	18	16
Other (Describe)	3	4	4	1	0
Grand Total	81	95	133	110	94

Demographic Data

29 out of the 94 staff members from Q1 completed the FTSU Guardian feedback survey and demographic data. As this is a small number we will wait until Q2 to show accumulative data which will have more meaning and will be less likely to identify individuals.

Section 2 - What is the data telling us?

- There were no red concerns reported in Q1. There was a shift from Q4 with more green than amber concerns raised.
- Nursing and midwifery staff raised more concerns than any other group. There is a change as we have consistently seen Administrative and clerical staff raise the most concerns at UHL and Nationally.
- Worker safety and wellbeing has seen a nearly 440% increase in Q1 from Q4, now being the highest reported theme.
- Management issue concerns have reduced but remain in the top 3.
- Behaviour and relationships has reduced as a primary theme but is in the top 3 as a multi theme
- E and F had the highest number of reported concerns followed by CSI and not disclosed.
- The LRI continues to be the highest reported site, however there has been an increase in concerns from community and satellite sites.
- The Guardian Service have taken the position that sexual misconduct should be reported as a standalone theme rather than potentially getting lost in behaviour/harassment and worker safety/wellbeing. This supports the work of the sexual safety working group and reporting into Board at UHL.
- Reported detriment has seen an increase with the same number in Q1 as was seen in total last year.

Deep Dive: Worker safety/wellbeing

The highest reporting professional group within this theme was Nursing/Midwifery followed by Medical/dental.

The highest reported concerns within worker safety/wellbeing were:

- Working temperature, especially in confined spaces
- Flexible working support lacking in some teams.
- Behaviour of senior colleagues including threatening, derogatory comments and inappropriate language towards staff members
- Patient behaviour towards staff members including rudeness and violence.
- Lack of support when staff members are on long term sickness or under investigation. This is also for those it impacts as part of the wider teams.

Outcomes and learning:

- Staff members at community hospitals and satellite sites want to feel part of UHL but often get missed out when wellbeing events are put on.
- MTD groups don't always have agreed ways of working or pathways for raising concerns from the beginning which can cause problems later on.
- Health and additional needs, need careful consideration before changing processes that move away from a care plan. Patient voice needs to be listened to or advocated for.
- Processes for access to work can be cumbersome, challenging and lengthy for staff members and their managers. If this process was centralised, it could make the process quicker, easier and smoother for all involved.
- There has been an improved understanding of dyslexia and work place adaptations within a department supported by the FTSU Guardians.
- Theatre teams are not all aware of the Breaking the Silence report from 2022 and potential vulnerabilities of the closed door culture.

Section 4 - FTSU Guardian Activity for Q1

- Met with and provided data for the CQC inspection at Glenfield.
- Presented the first UHL Guardian Service annual report to Public Board.
- Started to visit Renal Satellite sites
- Worked with Dalvir Kandola on the anti-racism framework
- Worked with Becky Cassidy on the Speak up action plan, what has been done and what next.
- Adapted briefings for theatre team (after conversations with managers about a concern raised) around the Breaking the Silence Report 2022 findings, speak up channels and behaviours.
- Contributed to the Sexual Safety Group meetings, Great Place to work group, Supreme court ruling working group, monthly meetings with Director of Corporate and Legal Affairs, HR and People Services sharing information, and numerous other departments including EDI.
- We attend in-person monthly corporate Inductions with HCSW and Junior Doctors corporate induction.
- We do weekly in person corporate inductions briefings for new starters as well as occasional virtual induction events.
- Preceptorship marketplace promotional stand

- LLR FTSU group meeting sharing best practice.
- Quarterly CMG Senior Management meetings to share themes across the CMG.

Feedback

31% of staff members completed the FTSU Guardian feedback survey.

Comments:

- I felt contacting the guardians and having their support made me realise how easy it was to speak to someone when before I was really anxious about it.
- If there is a need to speak up again, I would not hesitate to speak out because I have learnt from this experience that speaking out helps to resolve conflicts.
- Speaking up has really empowered me. I feel a whole new person and ready to tackle any obstacles that come my way thanks to the support I have received.
- Prompt and empathic response. Supported to gain actions for wider problem
- I had a good experience with the Guardian service. They respected my confidentiality and listened to all my concerns.
- The Guardian who dealt with mine and my team's concern, was very supportive, non-judgmental and responsive throughout the entire process.
- I've been going through quite a lot at work lately, and I just want to say how truly grateful I am for the FTSU Guardian. They have been incredibly supportive.

What next?

- Support with looking at what detriment is and looks like
- Work with appropriate manager/s across the trust to lead on future adapted briefing linked to breaking the silence report with theatre teams.
- Planned and targeted walk arounds across 3 main sites
- Complete briefings at satellite sites
- Support with the next stage of communications about FTSU
- Support the new leadership and management training.

Appendices

Background to Freedom to Speak Up

Following the Francis Inquiry¹ 2013 and 2015, the NHS launched 'Freedom to Speak Up' (FTSU). The aim of this initiative was to foster an open and responsive environment and culture throughout the NHS enabling staff to feel confident to speak up when things go or may go wrong; a key element to ensure a safe and effective working environment.

The Guardian Service

The Guardian Service Limited (GSL) is an independent and confidential staff liaison service. It was established in 2013 by the National NHS Patient Champion in response to The Francis Report. The Guardian Service provides staff with an independent, confidential 24/7 service to raise concerns, worries, or risks in their workplace. It covers patient care and safety, whistleblowing, bullying, harassment, and work grievances. We work closely with the National Guardian Office (NGO) and attend the FTSU workshops, regional network meetings and FTSU conferences. The Guardian Service is advertised throughout the Trust as an independent organisation. This encourages staff to speak up freely and without fear of reprisal. Freedom to Speak Up is part of the well led agenda of the CQC inspection regime. The Guardian Service supports the Trust's Board to promote and comply with the NGO national reporting requirements.

The Guardian Service Ltd (GSL) was implemented in UHL September 2023 and officially launched on 9th October 2023.

Communication and marketing have been achieved by meeting with senior staff members, joining team meetings, site visits, the Intranet and the distribution of flyers and posters across the organisation. All new staff will become aware of the Guardian Service when undertaking the organisational induction programme.

Access and Independence

Being available and responsive to staff are key factors in the operation of the service. Many staff members, when speaking to a Guardian, have emphasised that a deciding factor in their decision to speak up and contacting GSL was that the Guardians are not NHS employees and are external to the Trust.

Categorisation of Calls and Agreed Escalation Timescales

The following timescales have been agreed and form part of the Service Level Agreement.

Call Type	Description	Agreed Escalation Timescales
Red	Includes patient and staff safety, safeguarding, danger to an individual including self-harm.	Response required within 12 hours
Amber	Includes bullying, harassment, and staff safety.	Response required within 48 hours
Green	General grievances e.g. a change in work conditions.	Response required within 72 hours
White	No discernible risk to organisation.	No organisational response required

Open cases are continually monitored, and regular contact is maintained by the Guardian with members of staff who have raised a concern to establish where ongoing support continues to be required. This can be via follow up phone calls and/or face to face meetings with staff who are in a situation where they feel they cannot escalate an issue for fear of reprisal. Guardians will also maintain contact until the situation is resolved or the staff member is satisfied that no further action is required. Where there is a particular complex case, setbacks, or avoidable delays in the progress of cases that have been escalated, these would be raised with the organisational lead for the Guardian Service at regular monthly meetings.

Escalated cases are cases which are referred to an appropriate manager, at the request of the employee, to ensure that appropriate action can be taken. As not all employees want their manager to know they have contacted the GSL, they either progress the matter themselves or take no further action. There are circumstances where cases are escalated later by the Guardian. A staff member may take time to consider options and decide a course of action that is right for them. A Guardian will keep a case open and continue to support staff in such cases. In a few situations contact with the Guardian is not maintained by the staff member.