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A primary research study, qualitative mixed methodological approach, focus group study.

Analysis

Thematically analysed data from 8 focus group participants.

Key Findings:

- Powerful personal stories from group participants on 'Speaking Up', demonstrating the individuals commitment and passion at ensuring the patient is at the centre of care when concerns are raised
- Strong focus on moving forward, promoting a positive Speaking Up culture within the NHS
- Role-modelling & leadership is fundamental for developing a reflective learning organisation

Policy & Practice:

- Create a culture of respect
- Transparent, open and honest
- Role-modelling a 'just and
- learning' culture
- Raising concerns policy
- Balanced approach to safety

Leadership

Recommendations:

- Raise the profile of the FTSUG, local and National initiatives
- National Guardians Office (NGO) 20 recommendations
- Sharing of personal biographies
- Reflective learning, accountability & responsibility

References:

- Sir Robert Francis (2013) The Mid Staffordshire Inquiry
- NGO (2018)
- NHS Constitution (2015)
- NHS Resolution Being Fair Report (2019)

Building healthier lives

UNIVERSITY OF WOLVERHAMPTON