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Produced by **NATASHA BURGON**

Title **GUARDIAN ACTIVITY REPORT**

Client / Trust **SWANSEA BAY UNIVERSITY HEALTH BOARD**

Period **AUG - 2022**

Visits

	This Month	This Year
Promos	8	27
Comms	0	9
Briefing	4	10

Outcomes

	This Month	This Year
Written / Verbal Outcome	2	4
Chose not to pursue	1	3

Contact

	This Month	This Year
Email	77	324
Telephone	37	173
Face to face	26	120

Themes

	This Month	This Year
Patient Safety / Quality	0	1
Management Concerns	2	8
System and Process	2	2
Bullying and Harrassment	0	0
Discrimination / Inequality	0	1
Behaviour / Relationship	0	5
Worker Safety	0	1
Other	0	2

Themes (Other)

	This Month	This Year
COVID	0	0
Fraud	0	0
Other	0	2

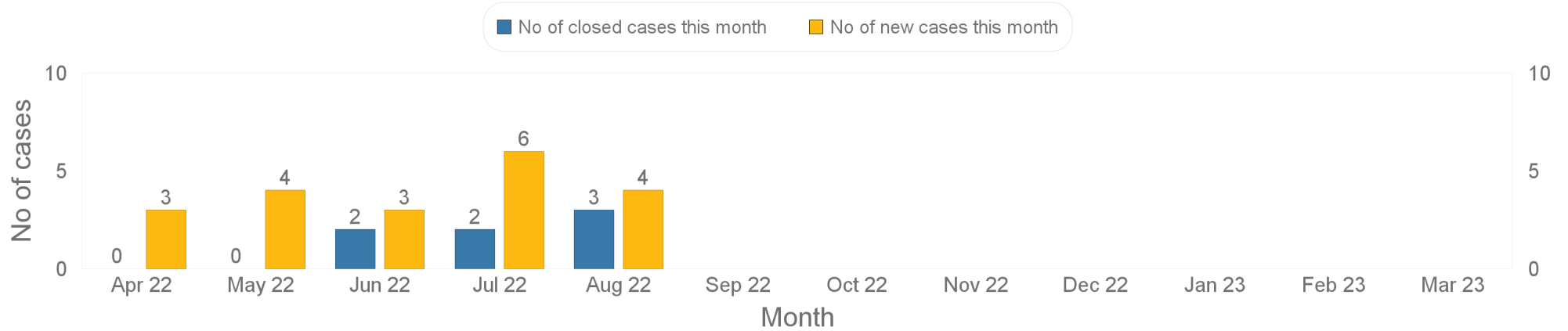
Cases

No of new cases this month	4
No of cases closed this month	3
Total no of cases year to date	20
No of cases open year to date	13
No of cases closed year to date	7

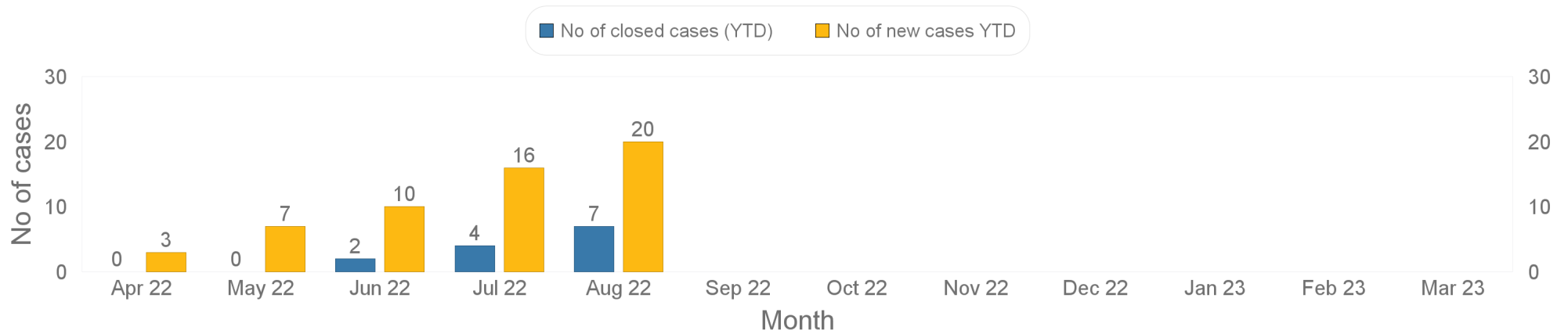
Open Cases

	This Month	This Year
Red cases	0	0
Amber cases	2	10
Green cases	2	9
No Risk cases	0	1
Total	4	20

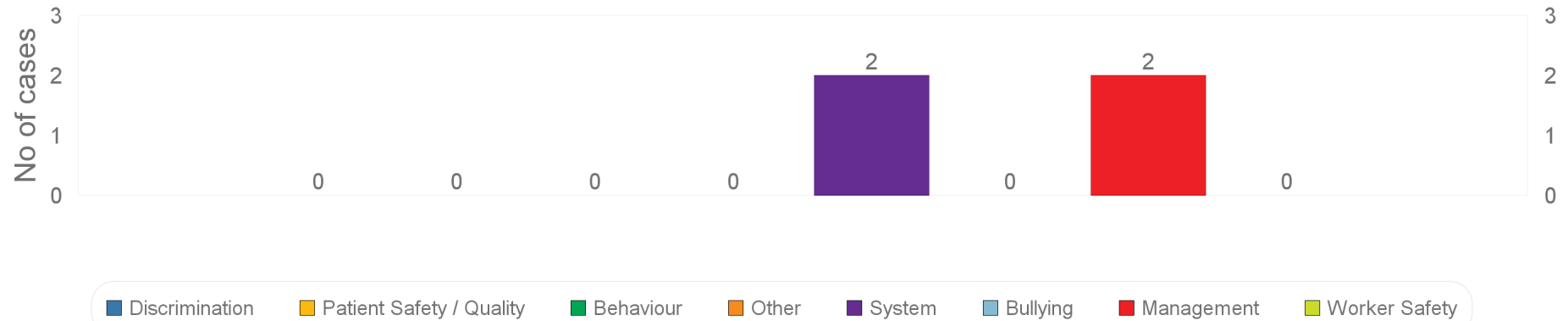
Case Activity By Month



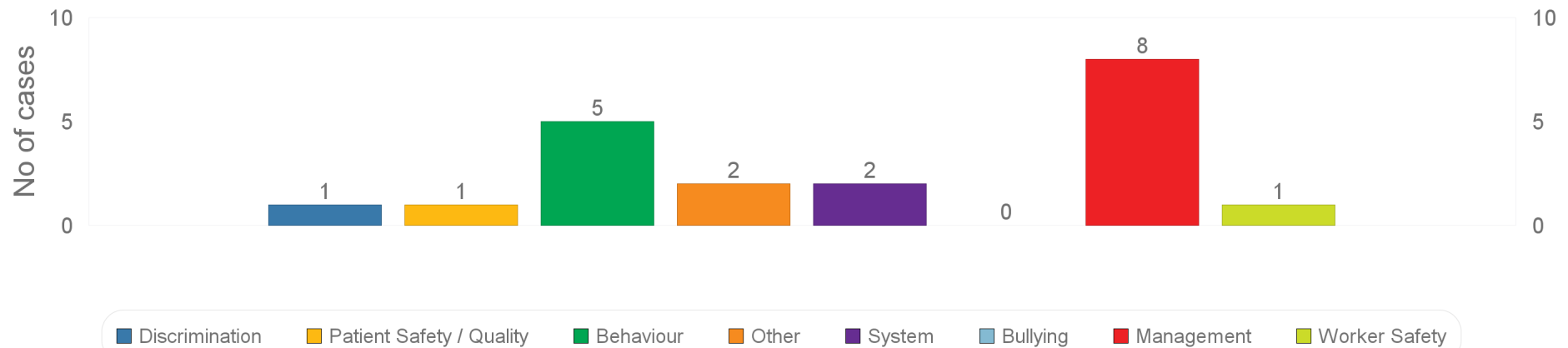
Cases Year To Date



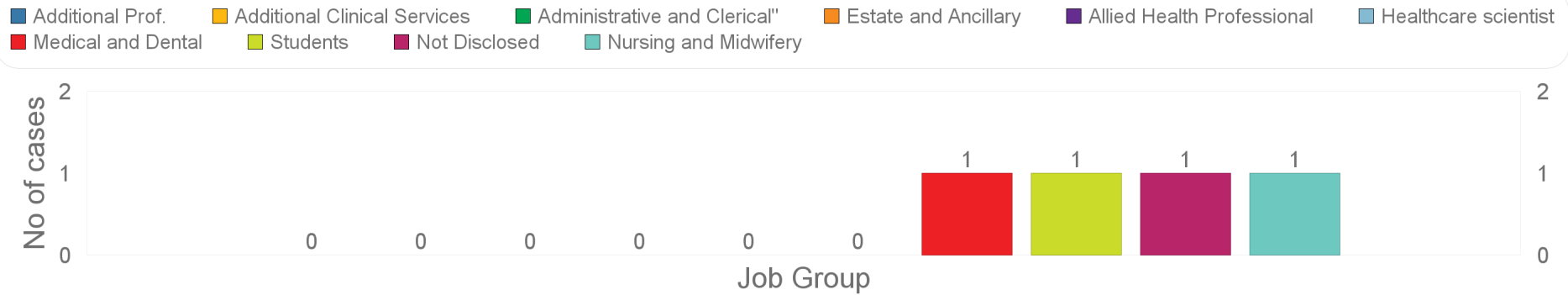
Case Themes This Month



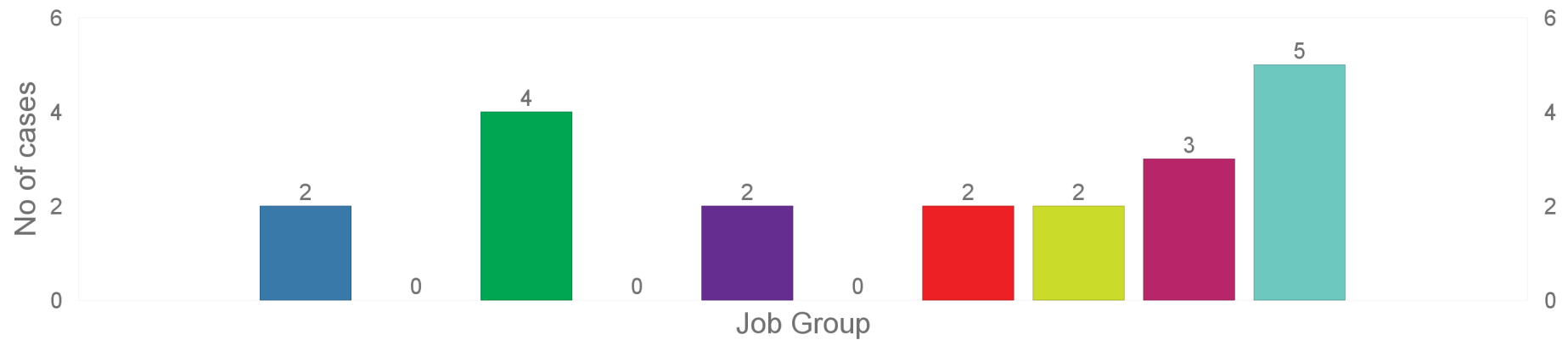
Case Themes YTD



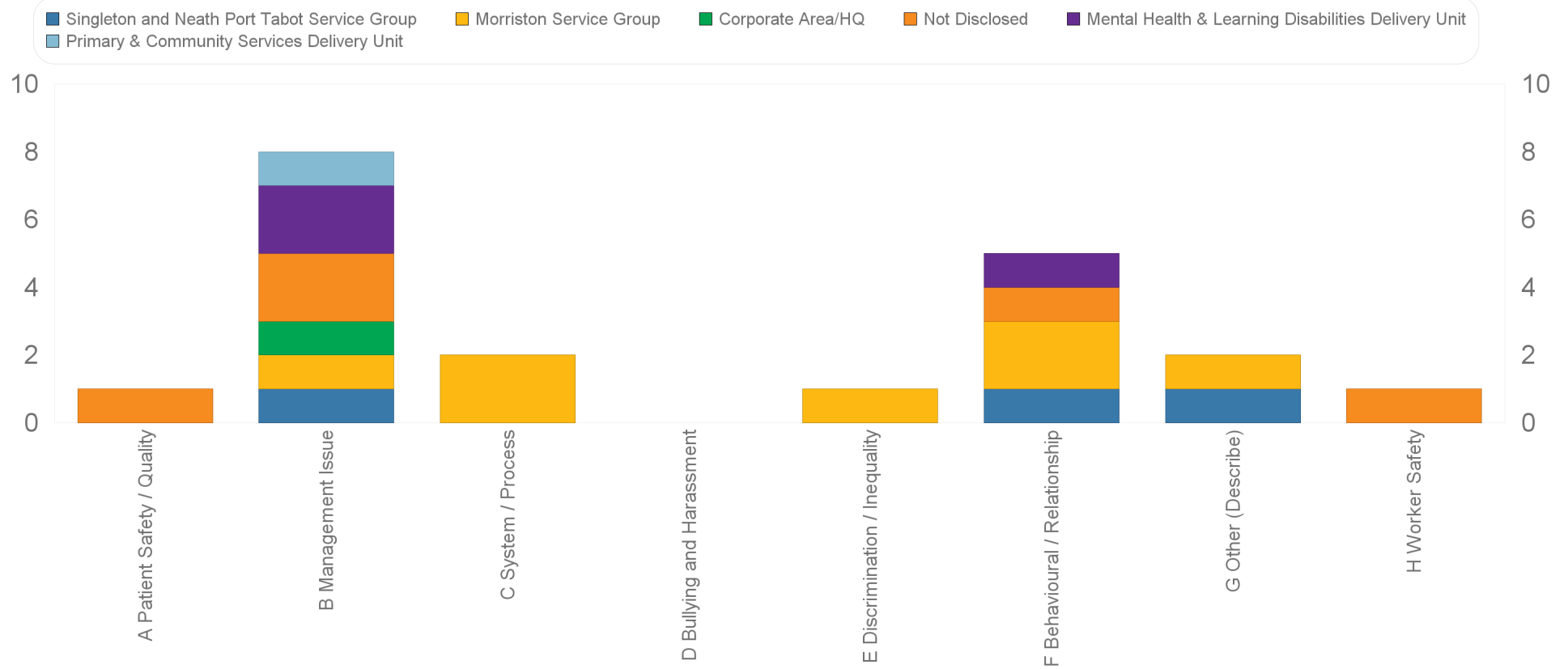
Cases by Job Group This Month



Cases by Job Group YTD



Cases By Directorate / Themes



Directorates by Theme

A Patient Safety / Quality	This Month	Year to Date
Not Disclosed	0	1
B Management Issue	This Month	Year to Date
Corporate Area/HQ	0	1
Mental Health & Learning Disabilities Delivery	1	2
Morrison Service Group	0	1
Not Disclosed	1	2
Primary & Community Services Delivery Unit	0	1
Singleton and Neath Port Talbot Service Group	0	1
C System / Process	This Month	Year to Date
Morrison Service Group	2	2
E Discrimination / Inequality	This Month	Year to Date
Morrison Service Group	0	1

Directorates by Theme

F Behavioural / Relationship	This Month	Year to Date
Mental Health & Learning Disabilities Delivery	0	1
Morrison Service Group	0	2
Not Disclosed	0	1
Singleton and Neath Port Talbot Service Group	0	1
G Other (Describe)	This Month	Year to Date
Morrison Service Group	0	1
Singleton and Neath Port Talbot Service Group	0	1
H Worker Safety	This Month	Year to Date
Not Disclosed	0	1
Totals	4	20

Case status by Themes

Case Number	Start Month	Open	Closed	Patient Safety / Quality	Management Concerns	System & Process	Bullying & Harrassment	Discrimination /Inequality	Behaviour / Relationship	Worker Safety	Other	Other Detail	Managment Issue Detail
SBU-22-17	Aug	✓				✓							
SBU-22-18	Aug	✓				✓							
SBU-22-19	Aug	✓			✓								A Process
SBU-22-20	Aug	✓			✓								A Process
Totals		13	7	1	8	2		1	5	1	2		

[illegible]

Case Status by Job Group

Case No	Start Month	Open	Closed	Additional Prof. Scientific Technical	Additional Clinical Services	Administrative and Clerical	Allied Health Professional	Estates and Ancillary	Healthcare Scientist	Medical and Dental	Nursing and Midwifery	Students	Not Disclosed
SBU-22-19	Aug	✓										✓	
SBU-22-20	Aug	✓											✓
Totals		13	7	2		4	2			2	5	2	3

Case Status by Outcome

Case Number	Start Month	Status	Outcome
SBU-22-01	Apr	Closed	1. Written / verbal outcome
SBU-22-02	Apr	Open	
SBU-22-03	Apr	Open	
SBU-22-04	May	Closed	2. Chose not to pursue
SBU-22-05	May	Closed	2. Chose not to pursue
SBU-22-06	May	Closed	1. Written / verbal outcome
SBU-22-07	May	Closed	1. Written / verbal outcome
SBU-22-08	Jun	Closed	1. Written / verbal outcome
SBU-22-09	Jun	Open	
SBU-22-10	Jun	Open	
SBU-22-11	Jul	Open	
SBU-22-12	Jul	Closed	2. Chose not to pursue
SBU-22-13	Jul	Open	
SBU-22-14	Jul	Open	
SBU-22-15	Jul	Open	
SBU-22-16	Jul	Open	
SBU-22-17	Aug	Open	
SBU-22-18	Aug	Open	
SBU-22-19	Aug	Open	
SBU-22-20	Aug	Open	

Case Status by Outcome

Case Number	Start Month	Status	Outcome
Totals			
Open Cases	13	Written / Verbal	4
Closed Cases	7	Chose not to pursue	3

Why use the Guardian service? (Year To Date)

Reason	Number	Percentage
A Fear of damage of career	1	5.00%
B Fear of losing job	0	0.00%
C Fear of reprisal	3	15.00%
D Believe they will not be listened to	3	15.00%
E Believe the organisation will not take action	9	45.00%
F Have raised concern before but have not been listened to/nothing	4	20.00%
	20	100.00%

Confidentiality	Number	Percentage
1 Keep it confidential within Guardian Service remit	16	80.00%
2 Permission to escalate with names	3	15.00%
3 Permission to escalate anonymously	1	5.00%
	20	100.00%

Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation date	Org Response time	Action taken	Outcome after action taken
SBU-22-01	Apr		✓				Empowered to speak with Line Management to resolve issues.	Happy in new place of work.
SBU-22-02	Apr	✓						
SBU-22-03	Apr	✓						
SBU-22-04	May		✓					No further contact since initial call
SBU-22-05	May		✓				None	Member of staff chose not to pursue
SBU-22-06	May		✓				Contact moved to a new job within the SBUHB	Contact very happy with new job.
SBU-22-07	May		✓				Contact moved to a new role that really suits.	Happy to resolve matter.
SBU-22-08	Jun		✓				No action taken	Following conversation member of staff was able to resolve situation themselves.
SBU-22-09	Jun	✓						
SBU-22-10	Jun	✓						
SBU-22-11	Jul	✓						

Case Escalations, Actions & Outcomes

Case Number	Case Date	Open	Closed	Escalated to	Escalation date	Org Response time	Action taken	Outcome after action taken
SBU-22-12	Jul		✓	Deputy Medical Directory	27-Jul-2022	Same Day	Escalated to Deputy Medical Director, with the limited information provided by anonymous member of staff	Deputy Medical Director to investigate and monitor situation.
SBU-22-13	Jul	✓						
SBU-22-14	Jul	✓						
SBU-22-15	Jul	✓		Stephanie Hornblower	02-Aug-2022	Awaited		
SBU-22-16	Jul	✓						
SBU-22-17	Aug	✓		Medical Director	16-Aug-2022	Same day		
SBU-22-18	Aug	✓		Ruth George	22-Aug-2022	Awaited		
SBU-22-19	Aug	✓						
SBU-22-20	Aug	✓						
Totals		13	7					

Cases by Directorate	This Month	Year to Date
Corporate Area/HQ		1
Digital Services		
Director of Strategy		
Estates and Facilities		
Finance		
Mental Health & Learning Disabilities Delivery Unit	1	3
Morrison Service Group	2	7
Not Disclosed	1	5
Primary & Community Services Delivery Unit		1
Singleton and Neath Port Talbot Service Group		3
Workforce & OD		
Totals	4	20

Cases by Professional level	This Month	Year to Date
Worker	2	16
Not Disclosed	1	2
Manager	1	2
Senior Leader		
Totals	4	20