

Staff Voices Interview Protocol

1. Background

1.1 The Independent Maternity Review (the Review) has been set up to address concerns raised by families over a number of years about the maternity care and treatment they received from the maternity services managed by the Nottingham University Hospitals NHS Trust (the Trust) and at other associated locations.

1.2 The Terms of Reference for the Review can be found at:

<https://www.ockendenmaternityreview.org.uk/independent-review-of-maternity-services-at-nottingham-university-hospitals-nhs-trust/terms-of-reference/>

1.3 The Review will also consider the subsequent investigations or reviews into these cases, where available and whether there is evidence available that lessons were learned and whether they have been acted upon.

1.4 Staff voices are critical to this Review and therefore, as part of the Review, views and input will be sought, via a process named by the Review as 'Staff Voices', from both former and current staff at the Trust, through a survey and in some cases with interviews or meetings with review team members to follow.

1.5 Staff will be asked to indicate on the survey whether they would like to participate in an interview and will be asked to submit their name and email address should they be willing to be interviewed.

1.6 Once the survey has closed, of those who have indicated that they would like to participate in an interview, a number will be selected to 'meet' (virtually) with review team members.

2. Who will the Review interview?

2.1 The Review will draw up a list of staff they wish to interview. These will be drawn from those who have completed the Staff Voices questionnaire survey and have indicated that they would be prepared to speak with the Review.

2.2 The Review team will contact those who are of interest or importance to the Review based on their current/ previous roles within the Trust and the CCG or other previous/ current commissioning bodies/ organisations

2.3 Those staff who have directly contacted the Review requesting to speak to the Review who may not have (through personal choice) completed the Staff Voices survey.

2.4 The Review will interview staff members who were:

- responsible for direct care delivery in the maternity services at the Trust from 2006 and the present day .)
- Working in departments with close contact with the maternity service at the Trust, including anaesthetics, neonatology, housekeeping, portering, theatres etc.
- responsible for the governance, leadership, management and delivery of maternity services at the Trust between the above dates;
- responsible for the oversight and commissioning of services, monitoring, regulation, supervision of and implementing maternity service standards at the Trust between the above dates

2.5 Whilst it is entirely an individual's choice whether they wish to participate in the survey and subsequent interview, staff who are asked to be involved in the Review are reminded of the following if they do or do not choose to participate:

- Medical staff registered with the GMC should adhere to the GMC's

Good Medical Practice guidance (2013) which states that '*you must cooperate with formal inquiries and complaints procedures and must offer all relevant information*'.

- Further to this, registrants are reminded that the Nursing and Midwifery Council (NMC) Code (2015) also states that you must

'cooperate with all investigations.'

2.6 Those in senior/executive roles who are not registered with a professional regulatory body are expected to cooperate with the Review team's requests to attend for interview in a professional and timely manner.

3. How will the Review make contact with those who are to be interviewed?

3.1 Staff who have volunteered their email addresses through either the Staff Voices questionnaire survey or by direct contact to the Staff Voices email address will be emailed by the Review team.

3.2 Interviewees who have not volunteered contact details but who the Review team would like to speak with, will be contacted via email with a formal invitation to interview. Their email addresses will be sought from the Trust or the CCG/ ICB.

4. Invitation to Interview

- 4.1 Interviewees will be invited to participate in a virtual interview and will be offered a selection of dates and times.
- 4.2 The review team will try to be flexible to meet around interviewees' personal schedules. Interviewees should however be aware of the high volume of interviews the Review will be conducting and appreciate that first choices for dates/times of interview may not always be available.

5. How will the Interviews be conducted

- 5.1 The meetings will be held via Zoom or Teams video conferencing platform and the interviewee will be sent the access codes in plenty of time prior to the meeting.
- 5.2 Interviewees will be advised that they are welcome to bring a relative, friend or colleague for support, but will be expected to speak for themselves.
- 5.3 Interviewees will be advised that the interview will be recorded for accuracy.
- 5.4 Interviewees will be advised to refer to the Staff Voices Privacy Notice prior to attending the meeting. A copy of this Privacy Notice will be sent with the meeting details. By attending, it will be assumed that the interviewee has read the Staff Voices Privacy Notice and it will not be referred to during the interview.
- 5.5 Interviewees will be advised that they can submit any relevant documents they wish to share to the Staff Voices email address staffvoices@donnaockenden.com prior to their interview date.
- 5.6 Interviewees will be assured that they will not be named in any publication by the Review and will be provided with a unique staff number held by the Review team and known to that staff member and the Review team only.

6. Following the Interview

- 6.1 A typed transcript of the recording of the interview will be confidentially prepared, checked and then sent to the interviewee for them to review, usually within 4 to 6 weeks. The recording of the interview is permanently deleted. The interviewee will be asked to confirm whether they agree that what they said in the meeting can be used as their input to the Review, or if they want to change, remove or add anything. Interviewees may make changes so that the document fully explains the evidence that they wish to provide to the Review. They will then be asked to confirm by email that their evidence is correct. Recordings of the interviews will not be shared outside of the Review team.
- 6.2 Interviewees may submit further written information or other documents up to 2 weeks following their interview. This information must be directly relevant to the Maternity Review and its Terms of Reference.
- 6.3 Data will be retained as per the Staff Voices Privacy Notice.

6.4 If an excerpt from an interview is used in the final report or subsequently published in any other form it will be cited as '*Staff number [x] or a staff member told the review team that.....*'

6.5 Where a staff member is cited in any published material as in 6.4 above, there will be a process of factual accuracy checking with the staff member, with the staff member having 5 working days to review the relevant excerpt of the material to be published, relevant to them and reply to the Review team. If no response is received it will be assumed that the staff member is content with the accuracy of the material as used.

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Final version

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Donna Ockenden