



Report Title	Ask Peter – Review and Update	
Author	Andrew Johnson, Senior Internal Communications Manager	
Accountable Director	Peter Reading, Chief Executive	
Previous committees/groups	Trust Executive Group	
Recommended action(s)	Information and assurance	
Purpose of the paper	This paper provides a review of the ‘Ask Peter’ channel of engagement for staff and an update on activity and themes raised.	
Executive Summary		
This paper provides an update on the Ask Peter staff engagement channel, which enables colleagues to raise questions directly with the Chief Executive, anonymously where appropriate. Between November 2025 and June 2026, 129 questions were received, demonstrating continued use of the channel and providing insight into the issues of importance to colleagues. The main themes related to operational matters, fleet and estates, HR, uniform and digital changes, with questions also highlighting opportunities to clarify processes, address concerns, dispel rumours and support timely improvements. The continued use of Ask Peter for both general and sensitive individual matters provides assurance that colleagues value the route as a trusted, visible and responsive mechanism for listening and engagement. The Board is asked to note the update and the ongoing role of Ask Peter in supporting an open and positive workplace culture.		
Recommendation(s)	It is recommended that the Board note the update on the Ask Peter channel of engagement for staff.	
Link to Board Assurance Framework Risks (board and level 2 committees only)	6. Develop and sustain an open and positive workplace culture. Choose an item. Choose an item.	

Ask Peter – Review and Update

1.0 INTRODUCTION

- 1.1 Ask Peter is a channel of engagement for colleagues and provides a direct link to the Chief Executive. Colleagues can ask questions on any topics and can do so anonymously if they wish. It was launched in March 2024 as part of the Chief Executive's and Trust's commitment to ensuring there is a culture where people are listened to and encouraged and enabled to speak up.
- 1.2 Access to the channel is via a simple online form, available via a dedicated Pulse page that outlines the process and has a repository of all previous questions and responses, grouped into broad topic areas.
- 1.3 Each question is received directly by the Chief Executive and Corporate Communications team. The target to respond is within two-three weeks, however more complex questions can take longer to collate the necessary information. If a question can be answered by a process already in place, staff are directed to that, or to any similar question that has already been answered.

2.0 UPDATE ON ACTIVITY AND KEY THEMES – NOVEMBER 2025-JUNE 2026

- 2.1 129 questions were received between 1 November and 30 June 2025, separated into the following broad topics:

Finance	1
Fleet and estates	26
HR	20
Digital ICT	13
Operations General	1
Operations A&E	35
Operations EOC and IUC	8
Operations PTS	1
Uniform	18
Other	6
Total	129

- 2.2 There is generally a steady flow of questions being submitted, however at certain times during the year particular issues or topics can cause an increase in numbers being received in a short period. There continues to be a wide variety of topics and questions being asked, some of the key themes and questions of note from recent months include:

Uniform – the topic of uniforms continues to be a regular topic, but the specific details can vary widely. Over the last six months there were a number querying if fleeces could once again be part of the uniform offer. More recently there have been a small number of queries related to the heat weather and possible alternative uniform or particular groups of staff (e.g. in fleet workshops).

Digital updates – as there have been a number of changes introduced to digital systems, tools and processes over the last year, there have been a range of questions submitted in relation to these. This includes the roll-out of iPads and the updated ePR, and other system changes such as across Remote Patient Care.

Fleet – a constant theme of Ask Peter questions relates to the vehicles and supporting services across the Trust. The nature of questions can vary but recently has included air conditioning, the reliability of vehicles, equipment updates and maintenance schemes.

Operational issues – the majority of questions submitted continue to centre around operational issues. This has included:

- Late shift finishing and TOIL process
- Relief policy
- The use of JRCALC
- Mental health incidents.

2.3 Ask Peter continues to be used by colleagues to raise concerns in relation to personal issues/concerns, follow-up queries following a grievance, as well as a range of individual issues. In such instances, the questions and responses may be redacted/anonymised to protect those involved, or a direct line of communication established. This does highlight how trusted the Ask Peter process is and that colleagues have confidence in the system that it is anonymous when needed, their concerns are listened to, and that they will get a response and resolution where appropriate.

2.4 Some of the questions have provided an opportunity to address issues quickly, dispel myths/rumours, and change working practices. Recent examples include:

- A query of why newly qualified paramedics (NQPs) are often rotated with different crews and in some instances other stations, when they could be with regular crewmates. This provided an opportunity to explain the benefits of rotations and exposure to different working environments as part of the development of our NQPs.
- During the conflicts in the Middle East, there were a number of questions asked via Ask Peter and in other forums regarding our plans for potential fuel shortages and whether staff could access Trust stocks. This provided a valuable opportunity to not only outline that we were not currently expecting any shortages and that bunkered fuel levels were in a good position, but that we do have plans in place as part of our EPRR work should any experiences be issued to maintain our services.

3.0 OTHER ACTIVITIES

3.1 Maintaining a regular and visible presence of Ask Peter is key to its success. Therefore, we continue to promote the channel throughout the year. This includes:

- Summaries in Staff Update – covering latest topics, any themes and outcomes
- Updates in Teambrief Live
- Pulse homepage.

4.0 RECOMMENDATION

4.1 It is recommended that the Board note the update on the Ask Peter channel of engagement for staff.