



# Stuck in a lift with... Annie Ng



<b>I've been a Freedom to Speak Up Guardian since ..</b>	I am extremely proud to have been a Guardian in Cambridgeshire and Peterborough NHS Foundation Trust since April 2017.
<b>My previous role(s) have been</b>	<p>I am a registered Occupational Therapist.</p> <p>I currently work part-time. Before this, my full-time role was Head of Patient Experience in the Trust</p> <p>My career to date has been entirely within the NHS, which I am very proud of.</p> <p>I have had clinical roles in a wide range of settings, mostly in mental health during the earlier part of my career.</p> <p>For the past 26 years, I have held a number of senior clinical and operational leadership roles. These roles have included Head of Patient Experience, Allied Health Professions Lead in a Mental Health Trust, Therapy Services Manager in a large acute hospital, Service Development Manager with a lead for quality improvements, Service Manager in older people's mental health service and Occupational Therapy Lead Practitioner.</p>
<b>I became a Freedom to Speak Up Guardian because...</b>	<p>I have a passion for quality and excellence in all that I do.</p> <p>I truly believe in the value of using feedback for improving the services an organisation provides. As the Head of Patient Experience, I was leading on the</p>



	<p>engagement of service users and carers and responding to feedback received to make improvements.</p> <p>My role later extended to listening to feedback from colleagues as the Lead Freedom to Speak Up Guardian. The principles of Speaking Up, Listen Up and Follow Up are equally applicable to both these roles.</p> <p>I see myself as a ‘mover and shaker’. Taking on the role as the first Freedom to Speak Up Guardian in the Trust gave me the ideal opportunity to do this. I was able to use my clinical and leadership experience and energy to innovate, develop and shape the service. I thrived on this challenge.</p> <p>I retired and returned part time to the Freedom to Speak Up Guardian role in the Trust in March 2020, just as the first Covid pandemic lockdown happened. It was not the happy retirement experience I had planned for!</p> <p>However, I rose to challenge and was pleased to be in a role that helped to support colleagues during an incredibly challenging time when many staff were stressed and anxious. I found it extremely rewarding to be able to offer a safe and confidential space for colleagues to share their concerns and experiences throughout the pandemic period. It helped sharpened the lens through which I see the Guardian’s role.</p> <p>Essentially, I became a Freedom to Speak Up Guardian because I relish the opportunity to influence and shape the culture of our organisation.</p>
<b>Freedom to Speak Up means...</b>	Two things:  Helping to build a compassionate and psychologically safe organisational culture.  Supporting our staff and keeping patients safe.
<b>Who would you like to be stuck in a lift with?</b>	George Michael – so he can sing in the lift. I regretted not managing to see him in a live performance



<b>Early bird or night owl?</b>	Probably somewhere in between – so an early night owl.
<b>In my spare time, I like to...</b>	Cook, eat out, enjoy my garden, travel, seeing live music, walking, snorkeling.  Equally enjoy 'doing nothing'
<b>My lunch is usually...</b>	Usually, fruit and yoghurt but better still, any food that is left over from the night before.
<b>I take my coffee...</b>	I don't drink coffee – but I do take tonic with my gin !!
<b>What music would you prefer was playing in the lift?</b>	Any Blues or Jazz music.
<b>My secret talent is...</b>	Being to cook for a large number of people single-handedly without panicking.
<b>My top tip for life is...</b>	Always be a glass half full rather than a glass half empty.
<b>My favorite quote is...</b>	'If you are patient in one moment of anger, you will escape a hundred days of sorrow' <i>Chinese proverb</i>