



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	26 October 2021	Agenda Item	5.3
Report Title	Welsh Health Circular and Welsh Government Quality and Safety Framework		
Report Author	Nigel Downes, Head of Quality and Safety		
Report Sponsor	Gareth Howells, Executive Director of Nursing & Patient Experience		
Presented by	Nigel Downes, Head of Quality and Safety		
Freedom of Information	Open		
Purpose of the Report	To provide the Committee with the new Welsh Health Circular and Welsh Government Quality & Safety Framework		
Key Issues	This paper provides the Quality and Safety Committee with the new Welsh Health Circular and Welsh Government Quality & Safety Framework.		
Appendices	Appendix A Welsh Health Circular (17/09/2021) - Publication of the Quality & Safety Framework Appendix B Quality & Safety Framework: Learning and Improving – Welsh Government 2021		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Recommendations	The Quality and Safety Committee is asked to: 1. Note the contents of the report and the actions contained within the Quality and safety Framework and the Health Board's planned self-assessment against these.		

Welsh Health Circular and Welsh Government Quality and Safety Framework

1. INTRODUCTION

This report provides a summary of the Health Board's approach to the Welsh Government Quality and Safety Framework, issued 17 September 2021.

2. BACKGROUND

Welsh Health Circular WHC 2021/022 issued on 17 September 2021, contained a letter from the Deputy Chief Medical Officer introducing the Quality and Safety Framework for Wales (please see appendix A). The Framework, which replaces the Welsh Government Quality Delivery Plan, aims to ensure that quality and safety is firmly placed at the heart of NHS healthcare provision, from community care through to acute services.

The Quality and Safety Framework requires services to be built on the foundations of robust quality management systems, which continuously connect quality assurance, planning and improvement. The Framework will support organisations in their preparedness for the Health and Social Care (Quality and Engagement) (Wales) Act 2020 ("the Act"), which comes into effect in April 2023 which in particular places a Duty of Quality and Duty of Candour on Health Boards. Delivery of the Framework will be overseen by a National Programme Board, the constitution of which is being developed by Welsh Government.

The Framework states that organisations at every level should function as a quality management system to ensure that healthcare meets the six domains of quality (Institute of Medicine, 1999), these being:

- Safe
- Effective
- Patient-centred
- Timely
- Efficient and
- Equitable.

The Framework also sets out the need for a robust quality assurance framework that brings all the information surrounding quality together so it is utilised to implement effective change and improvement in care.

The Framework contains a series of 15 actions for local or national response namely:

Action 1: NHS organisations to ensure harm (both direct and indirect) associated with the COVID-19 pandemic is minimised. Organisations should implement a risk and benefit focussed approach to recovery of other services, and measure, monitor and learn from any harm.

Action 2: Welsh Government to work with key stakeholders to review and update Health and Care standards reflecting the strengthened duty of quality.

Action 3: Welsh Government to work with key stakeholders on implementation of the duties of quality and candour to enable NHS organisations to be ready when the duties come into force.

Action 4: Welsh Government to work with key stakeholders to develop a new National Incident Reporting framework focussing on maximising and sharing learning from incidents.

Action 5: National work to be undertaken to develop a learning from deaths framework, building on the continued national roll out of the Medical Examiner Service and processes already in place for reviewing mortality.

Action 6: National work to be undertaken to lead an all-Wales improvement approach to maximise the opportunity for learning from independent reviews of maternity and neonatal services.

Action 7: Welsh Government to work with NHS organisations to implement vital electronic systems to support safe care, such as Electronic Prescribing and Medication Administration, Scan for Safety and the Medical Devices Information System.

Action 8: NHS organisations demonstrate through their plans that patient care and experience is central to their approach and delivery and that their governance arrangements support this requirement.

Action 9: Healthcare organisations to ensure they have the capacity and capability for continuous improvement and learning.

Action 10: National work to be undertaken in conjunction with key stakeholders to develop a Quality Assurance Framework to help capture all the elements of a quality management system. This will include a refreshed Framework for Assuring Service User Experience, and help prepare the way for the duties of quality and candour.

Action 11: Work to be undertaken nationally and locally to develop a measurement framework to inform a quality management system, underpinned by improved information about the quality of care.

Action 12: NHS organisations to review and consider what needs to be in place in order to develop a fully-functioning quality management system, including ensuring the Board have the appropriate skills and knowledge to provide effective leadership of the system.

Action 13: National work to be undertaken to develop a toolkit that organisations can use to gain assurance of an effective Quality Management System.

Action 14: Health organisations to engage their workforce with the quality agenda and empower all to get involved to help make the NHS in Wales a quality-led system

Action 15: A Quality and Safety programme will be established to drive forward the national actions set out in this Framework. This programme will be overseen by a new Quality and Safety Board facilitated by an NHS Executive function. This board will work to drive the quality and safety agenda and be led in partnership with the NHS. It will have a multi-disciplinary approach with participation from different professional groups.

The Health Board will scope its position in relation to the Framework, and more particularly the actions contained within the Framework. Additionally, the Health Board will appraise its quality governance systems within Service Groups and across the organisation, before providing a report on the implementation of the Quality and Safety Framework to Quality and Safety Committee in December 2021.

3. GOVERNANCE AND RISK ISSUES

The Quality and Safety Framework facilitates organisations' preparedness in meeting the legislative requirements of the Act, when it comes into force from April 2023. Additionally, there is a risk of litigation and failure to meet regulatory requirements if the Health Board is not in a position to implement the obligations set out in the Act.

4. FINANCIAL IMPLICATIONS

None from this report.

5. RECOMMENDATION

The Quality and Safety Committee is asked to:

- i. Note the contents of the report and the actions contained within the Quality and safety Framework and the Health Board's planned self-assessment against these.

DRAFT

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
Patient safety, experience and outcomes are at the core of the Quality and Safety Framework.		
Financial Implications		
None		
Legal Implications (including equality and diversity assessment)		
Health and Social Care (Quality and Engagement) (Wales) Act 2020		
Staffing Implications		
None		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The Quality and Safety Framework meets the aim of A Healthier Wales set out in the Well-being of Future Generations Act.		
Report History	N/A	
Appendices	Appendix 1- Welsh Health Circular 2021/22 Appendix 2- Quality Safety Framework	