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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>22 September 2020</b>	<b>Agenda Item</b>	<b>3.6</b>
<b>Report Title</b>	<b>Annual Quality Statement</b>		
<b>Report Author</b>	Nigel Downes, Head of Quality & Safety		
<b>Report Sponsor</b>	Cathy Dowling, Deputy Director of Nursing & Patient Experience		
<b>Presented by</b>	Christine Williams, Director of Nursing & Patient Experience		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	Present the Annual Quality Statement (AQS), for the Quality & Safety Committee to review and approve the AQS, and provide any comments, if required.		
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>• AQS is part of the annual reporting process (WHC/2019/042).</li> <li>• WG confirmed in May 2020 that the AQS would be required, however submission was to be delayed until September 2020.</li> <li>• Due to implications of COVID-19 there has been interruption in our ability to engage in a manner that we would normally.</li> <li>• Current work is ongoing on an easy-read version of the AQS.</li> <li>• A welsh language version of the AQS will be produced after the AQS has been formally approved by the Board.</li> <li>• The AQS is an iterative document and is being updated following presentation at each of the committees and groups outlined in paragraph 2 below.</li> </ul>		
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>RECOMMEND</b> approval of the AQS to the Board</li> </ul>		

# ANNUAL QUALITY STATEMENT

## 1. INTRODUCTION

The Annual Quality Statement (AQS) provides an opportunity for organisations to ‘tell the story’ of good practice and initiatives being taken forward, as well as confirming what went well and what not so well and the actions being taken as a result. All NHS organisations are required to publish an AQS, as part of the annual reporting process (WHC/2019/042).

The AQS is for the resident population of Swansea Bay Health Board and provides an opportunity to let the public know, in an open and honest way, how we are doing to ensure our services are addressing local need and meeting high standards.

The AQS brings together a summary highlighting what has been done to improve the quality of the services we provide and commission, in order to drive both improvements in population health and the quality and safety of our healthcare services.

The AQS should enable the health board to:

- provide an assessment of how well we are doing across all services, across the patient pathway, including social care and the third sector;
- promote good practice to share and spread more widely;
- confirm any areas which need improvement;
- build on the previous year’s AQS, report on progress, year on year;
- account to our public and other stakeholders on the quality of our services; and
- engage the public on the quality of services received from the Health board to help inform the AQS content.

## 2. BACKGROUND

On 23<sup>rd</sup> December 2019 – a Welsh Health Circular (WHC/2019/042) was issued outlining the AQS Guidance for 2019/2020. The WHC confirmed that the English AQS was to be completed by 29 May 2020.

The WHC confirmed that the AQS needs to encompass all key themes in line with the *Health and Care Standards for Wales* and the *NHS Wales Outcome and Delivery Framework*. It should also provide the opportunity to reflect improvements being made to services in line with the expectations set out in *A Healthier Wales*, the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

The AQS should be presented in a way that can be understood by those who use our services, written in plain English, jargon-free, and use visual graphics to underline key messages. To ensure national consistency in approach, a template with more detailed advice is also provided within the WHC.

Unfortunately, the Stakeholder Reference Group that was due to be held on 5 March 2020 was cancelled. Due to implications of COVID-19 there has been interruption in our ability to engage with the public/groups in a manner in which we would normally.

On 19 March, the health board received an email that, given the consequences of COVID-19, the AQS was likely to be delayed for a minimum of 2 months. This was clarified further on 8 April, again via email, that the AQS would be delayed until end of September 2020.

On 27 May Welsh Government issued a letter confirming the AQS would be delayed until 30 September.

The health board has also received confirmation that due to the boundary changes, with Bridgend moving over to Cwm Taf Morgannwg UHB, we would only need to present our current data. We should, however, provide an explanation that due to the boundary changes the current data is not comparable.

On 18<sup>th</sup> August, the AQS was presented at the Stakeholder Reference Group and we are currently working with the Group to produce an easy-read version of the AQS.

A welsh language version of the AQS will be produced after the AQS has been formally approved by the Board.

The AQS has been reviewed by Internal Audit and also at the following group and committee meetings. Comments have been noted and have been/are being included within the document:

2<sup>nd</sup> September Informal Executives meeting

9<sup>th</sup> September Quality & Safety Governance Group meeting

9<sup>th</sup> September Formal Executives meeting

10<sup>th</sup> September Audit Committee meeting

The AQS is also being reviewed at the following committee and Board meetings:

22<sup>nd</sup> September Quality & Safety Committee meeting

24<sup>th</sup> September will go to the SBUHB Board meeting

Final submission to Welsh Government and publication of the AQS will take place prior to 30 September 2020.

### **3. GOVERNANCE AND RISK ISSUES**

The Board is accountable for the AQS and must assure itself, through internal assurance mechanisms, including internal audit, that the information published is both an accurate and representative picture of the quality of services it provides and the improvements it is committing to.

The AQS is a public document and in order to be accessible to all, will be available in an easy-read form. A bilingual AQS will also be published electronically on the health board's website, with hard copies being made available on request.

As noted above, due to implications of COVID-19 there has been interruption in our ability to engage with the public/groups in a manner in which we would normally.

#### **4. FINANCIAL IMPLICATIONS**

There are no financial implications arising from this report.

#### **5. RECOMMENDATION**

The AQS is presented to the Quality and Safety Committee for review, approval and for the Committee to provide any comments in relation to the AQS.

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	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"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	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"/>
<b>Health and Care Standards</b>		
<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"/>
<b>Quality, Safety and Patient Experience</b>		
<p>The AQS provides the health board's resident population and provides an opportunity to let the public know, in an open and honest way, how it is doing to ensure its services are addressing local need and meeting high standards.</p> <p>The AQS also provides a summary highlighting what has been done to improve the quality of the services, in order to drive both improvements in population health and the quality and safety of healthcare services.</p>		
<b>Financial Implications</b>		
There are no financial implications arising from this report.		
<b>Legal Implications (including equality and diversity assessment)</b>		
There are none discussed in the report.		
<b>Staffing Implications</b>		
None discussed in the report.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
<p>The AQS includes accounts of work which is aimed at supporting a healthier, more equal population, and which supports community cohesion.</p> <p>The AQS aims to engage with the health board's population and public to prioritise services for the future.</p>		
<b>Report History</b>		
<b>Appendices</b>	Annual Quality Statement	