

MANAGEMENT ACTION PLAN
APPENDIX C

Audit Source:	Internal Audit	Audit Year:	2019/20
Report Ref:	SBU-1920-012	Title:	GP Out of Hours Services: Quality Stds Reporting
Report Issued:	21/10/2019	Overall Assurance Opinion:	n/a
Lead Executive:	Chris White	Version:	Final V1.0

Key Finding Ref	Findings	Impact (Internal Audit)	Recommendation	Priority	Management Response	Responsible Officer	Deadline
1 (O)	<p>It was clear from our review and discussions with management that reliable quality performance data was not yet being received by Welsh Government from the Health Board and that SBU was not alone in this respect. It was evident that provision of this data requires the Health Board to work with its partner organisation (WAST) and that there was ongoing engagement from SBU, other Health Boards, WAST and Welsh Government colleagues to address requirements together.</p> <p>Whilst action was in hand and Welsh Government colleagues were aware of issues, there had been no formal reporting in respect of issues faced or progress in addressing them within the Unit or corporately.</p>	Gap in line of assurance	We would recommend that a mid-year report be presented to the Unit Management Board and Executive Directors to update them on the development of reporting against each of the expected quality standards and action being taken with partner organisations and Welsh Government to address issues.	M	Complete and submit mid-year report to P&CS DU Management Board 29/10/19 and Senior Leadership Team 06/11/19	Kevin Duff, Service Manager GPOOH	06/11/2019
2 (O)	Data reported to the Board on quality standard measures to date has been unreliable.	Unreliable reporting	We would recommend that reporting against the GP Out of Hours Quality Indicators is stopped until issues are resolved, or footnotes included within reports to indicate the caveats in respect of figures presented.	H	Data submitted to Health Board with key issues highlighted in report to Finance and Performance Committee and SB UHB Board	Kevin Duff, Service Manager GPOOH	22/10/2019