

**Board Effectiveness Action Plan 2022-23
Quality & Safety Committee Extract (March 2023)**

Governance				
Progress Level Maturity		Criteria to Support this level		
Lead Committee Quality & Safety Committee		There are clear governance and assurance systems in place with performance (quality, resource, activity/outcomes) issues escalated appropriately through clear structures and processes. These structures and processes are regularly reviewed and improved, with cross directorate/locality organisational learning. The health board has clear lines of accountability and responsibility for quality and patient safety from Board to division, groups, directorate. The form and function of the divisional/group/directorate quality and safety and governance groups are clearly defined and in place. Individual roles and responsibilities are supported by a clear meeting structure.		
No	Actions	Target Date	Lead Executive	Progress/Status
15	Identify clear leads in each service group triumvirate for patient experience, clinical outcomes and effectiveness, compliance and safety	September 2022	Director of Nursing Director of Corporate Governance	Complete
16	Service groups to revise their quality and safety structures to ensure that they reflect the areas of patient experience, outcomes, effectiveness, compliance and safety required and that this is reported into the Patient Safety Group	September 2022	Director of Nursing Director of Corporate Governance	Complete
17	Learning from incidents and concerns to be built into Patient Safety Group structures.	September 2022	Director of Nursing	Complete
18	Establishment of quarterly quality congress events to share learning from patient safety, experience and outcome events across the organisation.	October 2022	Director of Nursing	October 2022: Complete – These are in train December 2022: Next events arranged for Feb 2023, June 2023 and Sept 2023
19	Framework of clear roles and responsibilities for Service Groups, particularly aligned to infection control to be tested as part of Internal Audit review in Q3 of 2022/2.	December 2022	Director of Nursing Director of Corporate Governance	October 2022: Internal Audit are on track to commence this review. Report expected March 2023.
20	Develop proposals for approval by the Patient Safety Group for a central Quality Hub to incorporate <ul style="list-style-type: none"> - Quality planning and priorities - Quality assurance - Quality improvement - Improved Business Intelligence support for quality analytics. 	November 2022	Director of Nursing	October 2022: This work has commenced and is ongoing. Completion expected during January 2023. December 2022: On Track January 2023: Intranet pages under development with range of tools to support quality priorities, assurance and improvement
21	Audit effectiveness to assure compliance with the recommendations of the quality governance structures at SG level.	March 2023	Director of Nursing Director of Corporate Governance	October 2022: Internal Audit are on track to commence this review and complete it within the timescales.

Quality				
Progress Level Results		Criteria to Support this level		
Lead Committee Quality & Safety Committee		<p>The health board has a quality strategy and implementation framework, with clear quality priorities, that integrates into and drives our overall organisational strategy.</p> <p>A quality impact assessment process is in place and drives quality based decisions.</p> <p>The health board receives high quality intelligence and information through both soft and hard sources to provide assurance that services are safe, and takes account of patient experience, outcomes, and quality improvement.</p> <p>Information on quality is of high quality, with limited data quality issues, is well summarised to provide assurance around quality of care.</p>		
No	Actions	Target Date	Lead Executive	Progress/Status
22	First draft of Quality Strategy to be shared with the Mgmt Bd for discussion and consideration of engagement.	September 2022	Director of Nursing	Complete
23	Staff and stakeholder engagement on the Quality Strategy to seek views from a diverse range of groups.	November 2022	Director of Nursing	<p>October 2022: In progress</p> <p>December 2022: Complete and referenced within draft Strategy.</p>
24	Through engagement on the Quality Strategy, consider future quality priorities at organisational and service group/specialty level to improve quality.	October 2022	Director of Nursing	<p>October 2022: It is now anticipated that this work will be completed by March 2023</p> <p>December 2022: On Track</p> <p>January 2023: Priorities for 2023/24 agreed at last QP Board. These are Pressure Ulcer, Nutrition and Hydration, Dementia audit and building capacity and capability in QI methodology. COMPLETE</p>
25	Develop a new style 'complaint' report.	July 2022	Director of Corporate Governance	Complete – Completed in July 2022 and shared with Q&S Committee
26	Development of a communications plan to set out the work being undertaken, why and expectations	October 2022	Director of Insight, Communication & Engagement	February 2023: Plan and progress report on establishment of DICE being prepared for Management Board. It includes a refresh of the Core Narrative and Key Messages, report on DICE activity and development and proposals for future plans and DICE operating model. Delayed until new Director in post (01/03/2023)
27	Create a Community of Practice for Quality Improvement in order to support shared learning and scale and spread of Quality Improvement across the organisation.	October 2022	Director of Nursing	October 2022: Complete – These are in train. This links closely with the quality congress work
28	Development of a reward/recognition structure.	October 2022	Director of Insight, Communication & Engagement	February 2023: Project Group being established with staff experience team, to review existing reward and recognition programmes and develop monthly awards programme and annual event. Recommendations will be brought to a future Management Board. Delayed until new Director in post (01/03/2023)
29	Baseline review of resources to support quality across the organisation in order to consider our structures against those required to meet our responsibilities under the Duty of Quality.	November 2022	Director of Nursing	<p>October 2022: This work is currently ongoing, with completion expected in March 2023.</p> <p>December 2022: On track</p> <p>February 2023: Review completed paper with recommendations to be considered at February QMS Task and Finish Group.</p>
30	Duty of Quality and Duty of Candour training for the Board members.	December 2022	Director of Corporate Governance Director of Nursing	<p>October 2022: Training has been booked for Board members and Service Group Directors for 15th December 2022.</p> <p>December 2022: Board meeting cancelled due to strike action. Training rearranged for February 2023.</p> <p>March 2023: Training delivered as part of a Board Development session on 28/02/2023. Complete</p>

31	Engagement with service groups on delivery of Duty of Quality and Duty of Candour	December 2022	Director of Corporate Governance Director of Nursing	<p>October 2022: This work is currently ongoing, with completion expected in January 2023.</p> <p>December 2022: Task & Finish Group set up with completion expected in March 2023.</p>
32	Participate in national approaches for quality improvement with IHI and Improvement Cymru.	March 2023	Director of Nursing	<p>October 2022: This work is currently ongoing, although a number of initial stages are now complete.</p> <p>December 2022: Projects for delivery through the Safe Care Collaborative have been identified and leads are in place for these.</p> <p>January 2023: On track.</p>