



**AGENDA ITEM**

2.1.7

**CTM BOARD**

**CWM TAF MORGANNWG ANNUAL QUALITY STATEMENT 2019-2020**

<b>Date of meeting</b>	(30/09/2020)
<b>FOI Status</b>	Open/Public
<b>If closed please indicate reason</b>	Not Applicable - Public Report
<b>Prepared by</b>	Louise Mann, Assistant Director, Quality, Safety & Safeguarding
<b>Presented by</b>	Greg Dix, Executive Director of Nursing
<b>Approving Executive Sponsor</b>	Executive Director of Nursing
<b>Report purpose</b>	FOR APPROVAL

**Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)**

<b>Committee/Group/Individuals</b>	<b>Date</b>	<b>Outcome</b>
Community Health Council Cwm Taf Care & Repair Voluntary Action Merthyr Tydfil Internal Audit (awaiting assurance outcome) Executive Team Welsh Government/Jan Davies Independent Board Members Quality & Safety Committee	June-July 20  July-Aug 20  Sept 2020	SUPPORTED

**ACRONYMS**

AQS	Annual Quality Statement
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## 1. SITUATION/BACKGROUND

- 1.1 It is a pleasure to present to the Board for launch, the **Annual Quality Statement** (AQS) for 2019 to 2020. The AQS provides a welcome opportunity for organisations to 'tell the story' of good practice and initiatives, as well as confirming what went well, what not so well and the actions being taken as a result.
- 1.2 All NHS organisations are required to publish an AQS, as part of the annual reporting process. The AQS has given the organisation an opportunity to celebrate its hard work and many successes, which is especially important at a time of much external/internal scrutiny, introspection, boundary and cultural change for our Health Board.
- 1.3 The AQS is for each organisation'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.
- 1.4 The AQS brings together a summary highlighting what has been done to improve the quality of the services it provides, supports and commissions, in order to drive both improvements in population health and the quality and safety of healthcare services.
- 1.5 In developing our AQS it should enable us 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 its public and other stakeholders on the quality of its services; and
  - engage the public on the quality of services received from their health board to help inform the AQS content.
- 1.6 The Annual Quality Statement 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 also provides the opportunity to reflect on 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*.
- 1.7 Board should be mindful that the Health and Social Care (Quality & Engagement) (Wales) Bill includes a new, broader duty of quality which requires NHS bodies in Wales to exercise their functions with a view to securing improvement in the quality of health services. The new duty is expected to come into force in the summer of 2021.



- 1.8 For the future, the Bill contains annual reporting requirements which require NHS bodies to assess the extent to which the steps they have taken to comply with the new duty of quality have led to improvements in outcomes. This new reporting requirement will build on and replace the existing Annual Quality Statement to form the basis of the mechanism through which the duty will be reported. Revised guidance will be co-produced ahead of the new requirements being introduced.

## **2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)**

- 2.1 The purpose of the AQS should combine an element of looking back at what has been achieved with a forward look using data and information available for the reporting year. In looking back, the Health Board should seek to answer the following questions:
- are we meeting standards and delivery requirements and are we improving outcomes, across the whole patient pathway?
  - are we genuinely seeking to understand the patient/user experience and is it improving?
  - are we meeting or exceeding our improvement goals?
  - are we being open and learning from errors and concerns?
- 2.2 Board is asked to assure itself 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 Chair and Chief Executive has agreed a statement confirming this.
- 2.3 The AQS has been audited by our colleagues in NHS Wales Shared Services Partnership and we are very pleased to report that we have received *Substantial Assurance*.

## **3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE**

- 3.1 Although we have consulted with the Community Health Council and other third sector colleagues as representative of the public voice, we have not been directly able to consult with our population, or be in the desired position of co-producing this document with those who use and rely upon our services.
- 3.2 A communication, engagement and participation strategy is required to ensure that we are able to facilitate public ownership of our organisational direction in a meaningful way.
- 3.3 The AQS has been translated and is to be launched at public board on the 30 September 2020; the AQS will be available on both our Intranet & Internet sites.

- 3.4 Our communications leads will ensure the content and format of the statement is as would be expected of a public-facing document. Welsh Government expects that communications teams are actively involved and engaged with the promotion of the AQS through the use of internet, intranet and approved social network sites such as Facebook and Twitter. We need to facilitate feedback from the reader and we have included details within the AQS of how the reader can contact our organisation to comment on the statement or to seek further information.

#### 4. IMPACT ASSESSMENT

<b>Quality/Safety/Patient Experience implications</b>	Yes (Please see detail below)
	The AQS reflects our work and commitment to these quality, safety and person experience.
<b>Related Health and Care standard(s)</b>	Governance, Leadership and Accountability
	Applies to all Health & Care Standards
<b>Equality impact assessment completed</b>	No (Include further detail below)
<b>Legal implications / impact</b>	There are no specific legal implications related to the activity outlined in this report.
<b>Resource (Capital/Revenue £/Workforce) implications / Impact</b>	There is no direct impact on resources as a result of the activity outlined in this report.
<b>Link to Strategic Well-being Objectives</b>	Work with communities and partners to reduce inequality, promote well-being and prevent ill-health

#### 5. RECOMMENDATION

- 5.1 That Board reviews and APPROVES the launch of the AQS and that our organisation and those who work on its behalf are recognised and celebrated for the many successes in meeting the needs of its population.