

CTM Shared Listening & Learning Forum

Terms of Reference

Draft Version 6– 8.12.2020

1. INTRODUCTION & PURPOSE

- 1.1 The **Shared Listening and Learning Forum** has been established to provide oversight and assurance of the Health Board's framework for listening to and learning from incidents and patient/staff related concerns and experiences which promote and support a 'Just and Learning Culture'.
- 1.2 The detailed terms of reference in respect of this Forum are set out below.

2. DELEGATED POWERS AND AUTHORITY

- 2.1 The Forum will, in respect of its provision of **advice** and **assurance**;
- Oversee the Health Board's framework for listening to and learning from quality and patient/staff related concerns and experiences, to ensure it is consistent with the requirements and standards set for NHS bodies in Wales. This will include a full and proper consideration of whether the Health Board is fulfilling its duties in relation to legislation and guidance relevant to the provision of quality and safe care, and that management structures and roles within the Health Board support a culture of collective responsibility for quality and safety at all levels;
 - Champion a patient and staff safety culture, seeking assurance on all aspects of learning from adverse events (incidents & near misses) and concerns, including assurance that themes from internal and external investigations and reviews are coordinated, that actions are being taken forward at an appropriate pace, and best practice is recognised and shared across the organisation;
 - Seek assurance that patients, families, carers and staff are involved in reviews and investigations, and that nominated staff have adequate training and protected time to undertake investigations and reviews;
 - Oversee the Health Board's framework for listening to and learning from feedback from patients, families/carers and staff, seeking assurance of an improvement culture, underpinned by the Health Board's Values and Behaviours Framework, openness and candour
 - Oversee the management of the Health Board's obligations under the Quality & Engagement Act 2020 in relation to compliance with the Duty of Candour and the Duty of Quality.
 - Ensure that there is a balance of fairness, justice, learning and taking responsibility for actions.
- 2.2 To achieve this, the Forum's programme of work will be designed to ensure that, in relation to all aspects of quality and safety good practice and lessons learn, that:

- there is clear, consistent strategic direction, strong leadership and transparent lines of accountability to lead change within the organisation;
- the organisation, at all levels (CSG, ILG, System Groups, Corporate Functions) have a citizen centred approach, putting patients, patient quality and safety and safeguarding above all other considerations; Consider stakeholders, i.e. patient representatives, staff representatives as a “partner” in the development and delivery of interprofessional learning and care where appropriate.
- the care and services planned or provided across the breadth of the organisation’s functions (including those provided by the independent or third sector) is consistently applied, based on sound evidence, clinically effective and meeting agreed standards;
- the organisation, at all levels has the right systems and processes in place to deliver, from a patients/staff perspective - efficient, effective, timely and safe services;
- there is an ethos of continual quality improvement and regular methods of updating the workforce in the skills needed to demonstrate quality improvement throughout the organisation;
- there is good team working, collaboration and partnership working to provide the best possible outcomes for its citizens;
- incidents and near misses are reported and acted upon to inform, prevent further harms and enable continuous service and quality improvement;
- incidents, claims, complaints that reach an agreed certain threshold and/or those that present with a repeated theme will be reviewed and acted upon to enable continuous quality improvement
- risks are actively identified and robustly managed at all levels of the organisation;
- decisions are based upon valid, accurate, complete and timely data and information;
- there is continuous improvement in the standard of quality and safety across the whole organisation and are continuously monitored;
- all reasonable steps are taken to prevent, detect and rectify irregularities or deficiencies in the quality and safety of care provided, and in particular that:
 - sources of internal assurance are reliable

- recommendations made by internal and external reviewers are considered and acted upon on a timely basis; and
 - lessons are learned from concerns, incidents, complaints and claims.
- There is an effective clinical audit and quality improvement function that meets the standards set for the NHS in Wales and provides appropriate assurance to the Board and the Accountable Officer.
 - That there is correlation between learning actions and innovation within the Health Board.

Authority

- 2.3 The Forum is authorised by the Management Board to investigate or have investigated any activity within its terms of reference. In doing so, the Forum shall have the right to inspect records or documents of the Health Board relevant to the Forum's remit and ensuring patient/service user/client and staff confidentiality, as appropriate.

Access

- 2.4 The Chair of the Forum shall have reasonable access to Executive Directors and other relevant senior staff.

3. MEMBERSHIP

3.1 Chair – Executive Nurse Director

Vice Chair –Director of Corporate Governance

- Executive Lead for H&S
- Executive Medical Director
- A Director representative from each Integrated Locality Group
- System Group Representative
- Primary care representatives
- Commissioned care reps i.e. WHSSC
- Director of Midwifery
- CHC representative
- HIW representative
- Corporate leads holding portfolios containing aspects of quality & safety, currently:
 - Assistant Director of Quality & Safety & Safeguarding
 - Assistant Director of Nursing and People's Experience
 - Assistant Director of Governance & Risk
 - Assistant Director of Corporate Business and Transformation
 - Assistant Director Communications & Engagement (to ensure messages/stories are cascaded outside the membership of the meeting)

- Claims Manager
- People's Experience Manager
- Head of Quality and Patient Safety
- Head of Nursing for Mental Health
- Head of Nursing for Paediatrics

Note: Deputies to be sent in the absence of the those members above

By invitation The Forum Chair may extend invitations to attend meetings as required to the following:

Directors of Hosted Organisations
Public and Patient Involvement Representatives
Trade Union Representatives

As well as others from within or outside the organisation who the Forum considers should attend, taking account of the matters under consideration at each meeting.

Secretariat

To be secured through Improvement CTM team.

Member Appointments

- 3.3 The membership of the Forum shall be determined and reviewed by the Management Board.

4. FORUM MEETINGS

Quorum

- 4.1 At least 4 members must be present to ensure the quorum of the Forum, one of whom should be the Chair or Vice Chair.

Frequency of Meetings

- 4.2 Meetings shall be held no less than quarterly and otherwise as the Chair of the Forum deems necessary.

Withdrawal of individuals in attendance

- 4.3 The Forum may ask any or all of those who normally attend but who are not members to withdraw to facilitate open and frank discussion of particular matters.

5. RELATIONSHIPS & ACCOUNTABILITIES WITH THE CTMUHB

MANAGEMENT BOARD

- 5.1 The Forum is directly accountable to the Management Board for its performance in exercising the functions set out in these terms of reference.
- 5.3 The Forum, through its Chair and members, shall work closely with other Groups to provide advice to the Management Board through the:
- joint planning and co-ordination of business; and
 - sharing of information
- in doing so, contributing to the integration of good governance across the organisation, ensuring that all sources of assurance are incorporated into the Health Board's overall risk and assurance framework
- 5.4 The Forum shall embed the Health Board's Strategic Objectives and Values and Behaviours in delivering its responsibilities.

6. REPORTING AND ASSURANCE ARRANGEMENTS

- 6.1 The Forum Chair shall:
- Report formally, regularly and on a timely basis to the Management Board. This includes verbal updates on activity, the submission of highlight reports and other written reports, as well as contributing to the Annual Quality Statement.
 - Bring to the Management Board's specific attention any significant matters under consideration by the Forum;
 - Ensure appropriate escalation arrangements are in place to alert the Chief Executive or Health Board of any urgent/critical matters that may compromise patient/staff care and affect the operation and/or reputation of the Health Board.

7. REVIEW

- 7.1 These terms of reference shall be reviewed annually by the Forum with reference to the Management Board.

Date Terms of Reference Approved: XXXXXXXX