



**AGENDA ITEM**

2.2.5

**QUALITY & SAFETY COMMITTEE**

**SHARED LISTENING & LEARNING FORUM**

<b>Date of meeting</b>	19/01/2021
<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
<b>Presented by</b>	Executive Director of Nursing, Midwifery and Patient Care
<b>Approving Executive Sponsor</b>	Executive Director of Nursing, Midwifery and Patient Care
<b>Report purpose</b>	FOR NOTING

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

<b>Committee/Group/Individuals</b>	<b>Date</b>	<b>Outcome</b>
		SUPPORTED

**ACRONYMS**

CTMUHB	Cwm Taf Morgannwg University Health Board
ILG	Integrated Locality Group



## 1. SITUATION/BACKGROUND

CTMUHB requires a cross organisational mechanism for spreading and celebrating learning and improvement.

The Listening & Learning 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. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

This report will ensure Quality & Safety Committee are sighted on the planned CTMUHB Listening and Learning Forum.



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

High quality care and patient safety is dependent on strong clinical leadership, as well as an organisational culture that promotes the active learning.

Improving quality requires us to actively listen to our staff, partners, patients and communities; engaging and involving these key groups facilitates positivity, greater effectiveness and co-production of our services.

CTMUHB requires a cross-organisational method of continual learning and growing to shape and improve services for the people we serve and those who work for and with us.

### 4. IMPACT ASSESSMENT

<b>Quality/Safety/Patient Experience implications</b>	Yes (Please see detail below)
	To continually improve the effectiveness and quality of services and to prioritise patient safety. Listening to and learning from incidents and patient/staff related concerns and experiences.
<b>Related Health and Care standard(s)</b>	Safe Care
	Improving quality & patient safety through sharing and spreading themes and trends.
<b>Equality impact assessment completed</b>	Not required
<b>Legal implications / impact</b>	Yes (Include further detail below)
	Legal implications relate to already established statutory obligations including those related to Putting Things Right.
<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>	Provide high quality, evidence based, and accessible care

### 5. RECOMMENDATION

- 5.1 That the content of the report is **NOTED**.
- 5.2 That the draft Terms of Reference are **NOTED**.