



QUALITY & SAFETY COMMITTEE

OUTCOME REPORT: QUALITY & SAFETY COMMITTEE EFFECTIVENESS SURVEY

DATE OF MEETING	24 May 2022
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PUBLIC OR PRIVATE REPORT	PUBLIC
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IF PRIVATE PLEASE INDICATE REASON	Not Applicable - Public Report
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PREPARED BY	Emma Walters, Corporate Governance Manager
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PRESENTED BY	George Galletly, Director of Corporate Governance
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EXECUTIVE SPONSOR APPROVED	George Galletly, Director of Corporate Governance
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REPORT PURPOSE	FOR NOTING
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ACRONYMS

N/A	
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1. PURPOSE

- 1.1 The Chair of the Quality & Safety Committee is required to present an annual report outlining Quality & Safety business through the financial year to the Health Board to provide an assurance on the monitoring and scrutiny undertaken of Cwm Taf Morgannwg University Health Board (CTMUHB) performance in relation to Quality & Safety. As part of this process the Committee are required to undertake an annual self-assessment questionnaire.
- 1.2 Members of the Quality & Safety Committee are asked to discuss and review the Committee self-assessment questionnaire relating to the activities and performance of the Quality & Safety Committee during 2021/2022.
- 1.3 Members should note ten responses had been received providing an 80% response rate.



2. SUMMARY REPORT

Positive Assurance	<p>1. Committee Effectiveness:</p> <p>There was a clear consensus that Members/Attendees were aware that:</p> <ul style="list-style-type: none"> • There were approved Terms of Reference in place defining the role of the Committee which were reviewed annually. <p>2. Committee Business</p> <p>There was a clear consensus that Members/Attendees considered that:</p> <ul style="list-style-type: none"> • The Committee had been provided with sufficient authority and resources to perform its role effectively; • The Committee prepares an annual report on its work and performance in the preceding year for consideration by the Health Board; • The Committee had established a Cycle of Business which was dealt with across the year; • In Committee meetings were convened throughout the year to assist with timeliness of information flows and it was felt that these were used appropriately for items that should not be discussed in the public domain; • Virtual Meetings had overall been a positive experience in that it has allowed meetings to continue and also continued scrutiny. It is acknowledged that some Members/Attendees considered that it does not facilitate the same discussions as face to face meetings; • Cross Committee Boundaries – it was felt that there had been an improvement in the Committee Referral process which had ensured that the correct Committees held the appropriate agenda items; • It was felt that the Committee Chair provided clear and concise information to the Board on the activities of the Committee and it was noted that the Committee Secretariat adequately assists the Committee Chair in doing this; and • The Committee is adequately supported by the Meeting Secretariat which was felt to be a real area of strength.
Areas Requiring Further Assurance	<p>1. Committee Business</p> <ul style="list-style-type: none"> • It was noted by one respondent that given the pause due to Covid-19, it may be helpful for the Committee to meet more frequently initially to ensure sufficient scrutiny given the challenges faced. It should be noted that at no time during the COVID response, were Q&S Committee meetings stood down (other committees were) and therefore believe this comment may have been relating to general assurance across other committees.



- The Quality & Safety Committee Agenda remains a **busy agenda** and it was felt that this does constrain time for discussion.
- Overall, Committee Members felt that each agenda item was **closed off** appropriately so it was clear what the conclusion was on items following discussion. There was a suggestion that patient stories could be concluded with a reflection upon lessons learned and improvements that may have arisen as a result of the experience and how this has been fed back to those impacted.
- **Welsh Language** at meetings. Welsh Language is supported if it was the preferred language of any of the Members/Attendees that any introduction would be Simultaneous Translation so that the meeting would be conducted in both languages to ensure equity.
- An analysis of Question 15, which asked whether Members felt the Committee was being chaired effectively, was not undertaken as the question incorrectly referred to the Audit & Risk Committee which caused confusion as some members quite rightly indicated that they did not attend Audit & Risk Committee. This error will be rectified in future surveys.
- Overall, Members felt that the Committee was adequately supported by Executive Directors in terms of attendance and response to challenges/questions. There was a suggestion that report authors and Executive Sponsors consider increasing the use of dashboards to assist in the move from a presentation format of raw data to information and analytics.
- In terms of Committee effectiveness, it was suggested that there should be targeted attention upon improving the quality of papers presented, ensuring that they are succinct and clearly articulated the areas of focus and highlighted key risks and the action being taken. A suggestion was also made in relation to reducing the allocated presentation time of papers in order to allow for more discussion time

2. Behaviour, Culture and Values

Whilst overall consensus was that the atmosphere at meetings was conducive to open and productive debate and that the behaviour of all members/attendees was courteous and professional, there was some feeling that there were occasions that where there was more robust challenge, focus of the meeting could deviate from the content of the papers being presented. There was also some feeling expressed that there were times when it



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	<p>appeared that challenge was focused on individuals rather than towards the collective officers present.</p> <p>3. Training & Development</p> <ul style="list-style-type: none"> Whilst there was a clear consensus that Members/Attendees considered that they had sufficient training to fulfil their role, some Members advised that they would benefit from receiving additional training to fulfil their role.
<p>Areas Requiring Further Action</p>	<ul style="list-style-type: none"> Committee Business Agenda Size – Consideration to be given as to whether the size of the agenda needs to be curtailed further to allow adequate time for discussion; ‘Management of Patient Stories’ – Members/Attendees identified this as an area that could be further strengthened, particularly in relation to patient stories; Quality of Papers – improvement recognised, however, further work is needed to ensure that the reports are more concise succinct and focused which are easy to understand and follow; use of analytics when presenting information to be considered. Behaviour, Culture and Values – Committee to be mindful of the focus of scrutiny and ensure it remains strategically focused, directed at the collective officers attending the meeting; Training & Development – Members to be offered additional training to enable them to fulfil their role.
<p>Action Plan</p>	<ul style="list-style-type: none"> Agenda planning meetings to continue to ensure focused agendas on key issues (ON-GOING) Continue report writing training & feedback to individual report authors on quality of papers (ON-GOING) Introduce more structured process for presentation and ‘close off’ of patient stories (COMPLETE) Committee Chair to consider time allocated to presentation of topics, aiming to allow more time for discussion (ON-GOING) Chair to seek views from Committee members on issues IMs may wish to receive training on (JULY 2022 MEETING)
<p>Appendices</p>	<p>Nil</p>

3. Recommendation



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

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- 3.1 The Committee are asked to **REVIEW & DISCUSS** this report and confirm that the actions accurately reflect the further improvements needed in response to the analysis of the survey.