Trusted to care: letter to Minister for Health and Social Services

Purpose of Document:

On 13 May 2014 the Minister for Health and Social Services published ‘Trusted to care’, a report by Professor June Andrews and Mark Butler. The report followed the review of the quality of care for older people at the Princess of Wales and Neath Port Talbot hospitals. In the letter the Minister requested that the report be discussed by the Board and gave each Board a four week period to absorb the findings of the report and satisfy themselves that departures from basic professional standards highlighted in the report are not present in their organisation.

The Board discussed the report at their informal Board meeting on 22 May 2014. The Chief Executive has since written the attached letter to the Minister providing information on key pieces of work which are well underway which directly correlate to improvements which the Trusted to Care report alludes to.

An assurance template has been completed which will be shared with the Board at regular intervals.

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<th>Board/Committee to- (Please indicate)</th>
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<tr>
<td>To decide- Paper will outline recommendations or issues to be approved by the Board or Committee.</td>
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<td>To discuss- Board or Committee will be asked to discuss and scrutinise the paper and provide feedback and comments.</td>
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<td>To inform- Board or Committee will be asked to note the paper for information only</td>
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Other relevant information

Next Steps

The Board are asked to scrutinise and discuss the letter.

Link to Public Health Wales commitment and priorities for action:
(please tick which commitment(s) is/are relevant)

- [ ] Identify and act on priorities for service improvement, in collaboration with NHS Wales
- [x] Improve healthcare quality by providing professional leadership

Priorities for action | Identify and act on priorities for service improvement, in collaboration with NHS Wales |
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<td>Improve healthcare quality by providing professional leadership</td>
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Public Health Wales

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<th><strong>Author:</strong> Dr Tracey Cooper</th>
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<th><strong>Date:</strong> 10 June 2014</th>
<th><strong>Version:</strong> 1</th>
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<tr>
<td><strong>Sponsoring Executive Director:</strong> Dr Tracey Cooper, Chief Executive</td>
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<td><strong>Who will present:</strong> (If appropriate) Dr Tracey Cooper, Chief Executive</td>
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<td><strong>Documents attached:</strong> (If appropriate) Letter to Minister for Health and Social Services</td>
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<td><strong>Date of meeting:</strong> 26 June 2014</td>
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<td><strong>Committee/Groups that have received or considered this paper:</strong> N/A</td>
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**Link to standards for health services**
- Standard 7: Safe and clinically effective care
- Standard 10: Dignity and respect
- Standard 11: Safeguarding children and safeguarding vulnerable adults
- Standard 15: Medicines management
- Standard 14: nutrition
- Standard 23: Dealing with concerns and managing incidents

**Link to risk register** N/A

**Equality impact assessment** N/A

**Financial implications** N/A

**Service user engagement** N/A
Dear Minister

The Public Health Wales Board takes the issues raised within the Trusted to Care report very seriously and is considering the recommendations in the context of the organisation’s current position, evidence to inform this view and assurance and reporting arrangements.

On behalf of NHS Wales organisations Nurse Directors have agreed an NHS-wide template which will be used to record the organisational position. The approach being taken to respond to the recommendations will be incremental and will require some changes to be made to current reporting arrangements.

There is however some key pieces of work which are well underway, which directly correlate to improvements which the Trusted to Care report alludes to. Examples of work in progress are as follows:-

- Over the last year there have been a number of (learning from Francis) engagement events, held with staff working in Public Health Wales. The purpose was to gain staff perspectives on what is working well and what areas need to be improved.

- The staff survey action plan, continues to be progressed.

- Public Health Wales Strategy, aligns strategic intent, priorities and individual staff contribution.

- Board development is being progressed and supported by the Good Governance Institute.
A leadership and management programme has commenced.

The Service User Experience and learning panel has been established and provides scrutiny, monitoring and learning, bringing together user experience, complaints and concerns.

The Nursing and Midwifery Strategy has been developed and is in the process of being implemented providing the necessary professional focus. The impact of the strategy will be monitored.

Public Health Wales is building on last year’s annual quality statement and will respond to the learning received last year.

A review of reporting arrangements for the Quality and Safety Committee is underway.

The Public Health Wales Board will receive the initial completed assurance template at the June Board and then at regular intervals as agreed by the Board.

Thank you for the opportunity to respond.

Yours sincerely

Tracey Cooper
Chief Executive, Public Health Wales