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TC/JL

10 June 2014

Mark Drakeford
Minister for Health & Social Services
Welsh Government
Cardiff Bay
Cardiff
CF99 1NA

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.

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- 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