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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	28 August 2019		Agenda Item	5.2
Report Title	Draft Quality and Safety Assurance Framework			
Report Author	Jacqui Maunder, Interim Head of Compliance			
Report Sponsor	Gareth Howells, Director of Nursing and Patient Experience Pam Wenger, Director of Corporate Governance			
Presented by	Cathy Dowling, Deputy Director of Nursing and Patient Experience			
Freedom of Information	Open			
Purpose of the Report	The purpose of the report is to request that the Quality and Safety Committee consider and approve the draft Quality and Safety Assurance Framework.			
Key Issues	<ul style="list-style-type: none"> • In 2018, acknowledging that there were several aspects of quality governance that required strengthening throughout the organisation, discussions began on the need to develop a Quality and Safety Assurance framework. • In April 2019 a baseline assessment of quality governance processes was undertaken, where it became clear that there were a number of approaches to quality and patient safety being adopted throughout the organisation, with variation and some lack of clarity in relation to roles, responsibilities, lines of accountability and reporting. • To address the above issues, work commenced to develop a Quality and Safety Assurance framework document to set out SBUHB's commitment to quality and safety and to set out the individual and collective responsibility for creating the conditions and the environment which allows quality to prevail and ensures that the interests of patients always come first. • In developing the framework it is important to acknowledge the importance of ownership, clinical leadership and engagement • The framework was considered by the Senior Leadership Team on the 7 August 2019, and an additional section on "Patient & Staff experience – Good Quality Outcomes" has been included (page 35). 			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recommendations	Members are asked to:			

	<ul style="list-style-type: none">• DISCUSS the draft Quality & Safety Assurance Framework and provided feedback.
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DRAFT QUALITY AND SAFETY ASSURANCE FRAMEWORK

1. INTRODUCTION

The purpose of the report is to request that the Quality and Safety Committee to consider and approve the draft Quality and Safety Assurance Framework.

2. BACKGROUND

The Health Board is committed to achieving the vision clearly articulated in 'A Healthier Wales' (Welsh Government 2018)¹ the Welsh Government's long-term plan for health and social services in Wales. It sets out the vision of a 'whole system approach to health and social care' which is focused on health and wellbeing, and on preventing physical and mental illness.

Our extant Quality Plan expired in March 2018 and was extended for the coming year whilst a new plan is being developed and consulted upon.

It is proposed that the new plan take the form of a Quality and Safety Assurance framework.

The Quality & Safety Assurance framework has a strong focus on Quality Improvement, engaging on every level with all our staff and services. The framework is intended to run concurrently with the new organisational strategy and Clinical Services Plan.

The framework seeks to continue to further embed SBUHB's culture of openness, transparency and continuous improvement.

In 2018-2019 the Health Board received some challenging feedback in relation to its arrangements for quality and safety from internal audit reports, the Wales Audit Office (WAO) structured assessment feedback, Health Inspectorate Wales (HIW) and the Delivery Unit (DU), and the framework aims to clarify SBUHB's commitment to quality and safety and its plans to strengthen and develop services.

2.1 Quality Governance Review

In 2018, acknowledging that there were several aspects of quality governance that required strengthening throughout the organisation, discussions began on the need to develop a Quality and Safety Assurance framework.

In April 2019 a baseline assessment of quality governance processes was undertaken, where it became clear that there were a number of approaches to quality and patient safety being adopted throughout the organisation, with variation and some lack of clarity in relation to roles, responsibilities, lines of accountability and reporting.

To address the above issues, work commenced to develop a Quality and Safety Assurance framework document to set out SBUHB's commitment to quality and safety and to set out the individual and collective responsibility for creating the conditions and the environment which allows quality to prevail and ensures that the interests of patients always come first.

2.2 Developing the Framework

In developing the framework it is important to acknowledge the importance of ownership, clinical leadership and engagement. Therefore, the development of the

¹ A Healthier Wales: our Plan for Health and Social Care, Welsh Government, October 2018
<https://gweddill.gov.wales/topics/health/publications/healthier-wales/?lang=en>

framework has been through an iterative process including the quality and safety forum and continuing conversations with a broad range of stakeholders including external partners, clinicians, leaders and managers. The draft Quality and Safety Assurance Framework is presented at **Appendix 1** for information.

In addition a number of draft governance templates have also been devised to support Service Delivery Units in undertaking site specific quality & safety meetings.

The framework has been circulated broadly for comments and was considered by the Senior Leadership Team at its meeting on the 7 August 2019, and an additional section on “Patient & Staff experience – Good Quality Outcomes” has been included (page 35).

2.3 Next Steps

2.3.1 Stakeholder Engagement

Once considered by the Quality and Safety Committee the draft framework will be subject to stakeholder engagement and the framework will be publicised on the ‘news’ section of the intranet. Additionally, specific communication will be made with individuals and groups as below to maximise the opportunity to shape and bring constructive challenge to the framework:

- All Directors and Assistant Directors
- Chief Operating Officer and deputies
- Clinical Senate
- Staff side
- All directorate managers
- All Heads of Nursing
- All Clinical Directors
- All who attended the Quality summit

The perspectives of external stakeholders will also be sought, including the Quality and Safety Division, Welsh Government, the Delivery Unit, Health Inspectorate Wales (HIW) and the Wales Audit Office (WAO).

2.3.2 Implementation Plan

Following stakeholder engagement discussion will be held on how to deliver the operational model required to support delivery of the framework, specifically how the proposed Quality Improvement Hub will operate and be resourced.

It is proposed that the Quality & Safety framework is considered as part of the broader engagement on the future management structures in Swansea Bay Health Board [“Strengthening Organisational Structures: Engagement Document”](#) which closes on the 6 September 2019. This will support the engagement documents key principle that the new structure will need to deliver on, or improve quality and patient experience.

2.3.3 Committee/Board Engagement

The draft framework will be updated to reflect any stakeholder feedback and the document will be presented to a future Quality and Safety Committee.

3. GOVERNANCE AND RISK ISSUES

The framework forms part of the health board's response to the recommendations made by the Wales Audit Office (WAO) structured assessment and whilst it is aimed at strengthening the health board's internal processes in relation to quality and patient safety, the principles that underpin it apply to those from whom the health board commissions services. It is predicated on listening to patients and their relatives, staff and stakeholders, all of whom have a strong interest in ensuring the health board is optimally positioned to provide high quality, safe care.

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

5. RECOMMENDATION

Members are asked to:

- **DISCUSS** the draft Quality & Safety Assurance Framework and provided feedback.

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
This report relates to the quality, safety and patient experience.		
Financial Implications		
There are no direct financial implications to highlight.		
Legal Implications (including equality and diversity assessment)		
<p>Any concerns raised from service user feedback are managed in accordance with the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011.</p> <p>The assurance framework supports compliance with the Health and Social Care (Quality and Engagement) (Wales) Bill² which was published for consultation by Welsh Government on the 17 June 2019 and which proposes introducing a duty of quality on NHS bodies and Welsh Ministers in relation to their health service functions.</p> <p>An equality impact assessment is in the process of being undertaken.</p>		
Staffing Implications		
There are no specific staffing implications identified.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
Equity is one of the tenets of quality in its broadest sense. This report will help inform the development of the annual quality statement, therefore has the opportunity to identify and share good practice in relation to population health as well as stimulate and inform distinct pieces of work aimed at improving population health.		

² Health and Social Care (Quality & Engagement) (Wales) Bill, National Assembly for Wales, 17 June 2019
<http://www.senedd.assembly.wales/mglssueHistoryHome.aspx?lId=25475>

Report History	Quality & Safety Forum 23 July 2019 Senior Leadership Team (SLT) 7 August 2019 Executive Board 14 th August 2019
Appendices	Appendix 1 : Quality and Safety Assurance Framework