Progress update on the My Contribution Compliance in Health Protection and Screening Services Directorate (HPSS)

Following a verbal update and data circulated post committee meeting, this slide deck aims to:

- Remind the committee of the deep dive data shared in February 2024.

- Present the most recent data available at time of writing in March 2024.

- Compare the rate of progress with the organisation rate.

- Highlight the actions being taken to develop the system and support managers achieve and maintain compliance.

- Share projected compliance timeline.

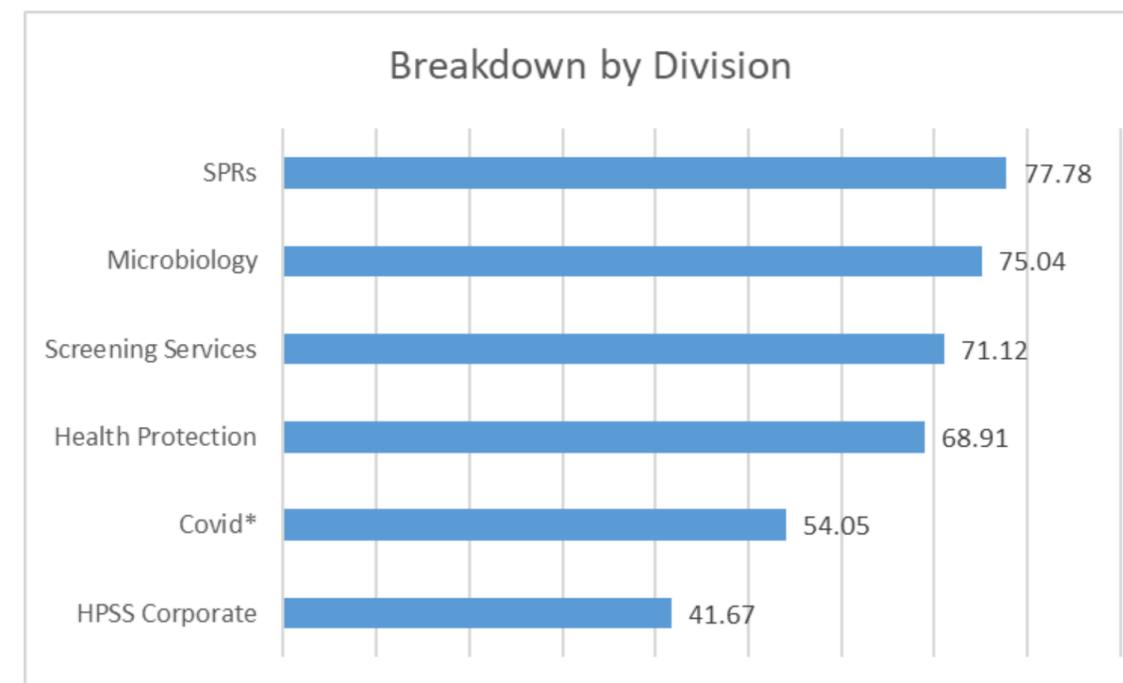*With thanks to Joe O'Brien for data sharing

Directorate-Level Data – Previously tabled at Feb POD COM

1st February 2023 to 31st January 2024

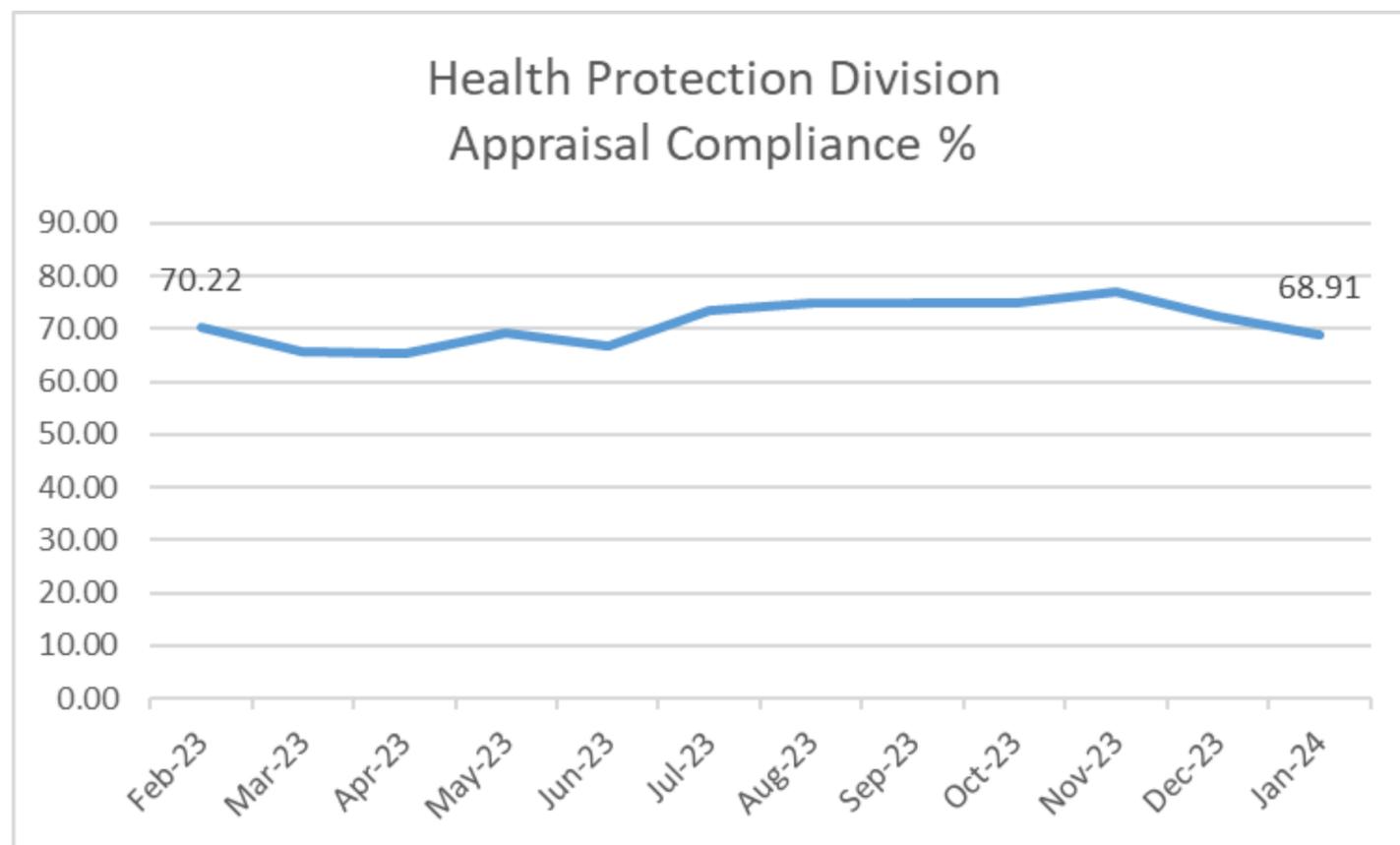| Assignments	Reviews Completed	Reviews Completed %
1,324	950	71.75
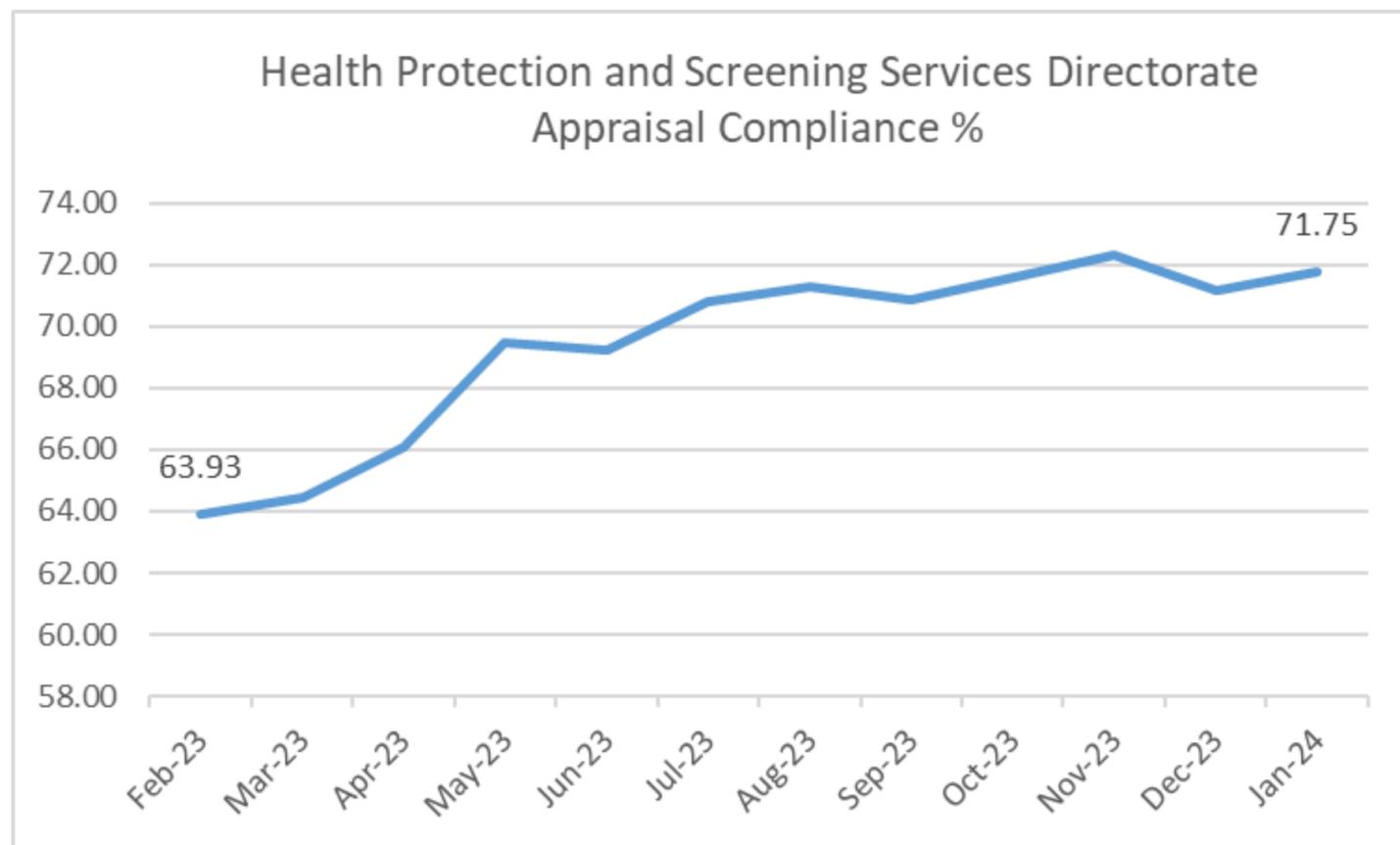
Health Protection and Screening Services Directorate Appraisal Compliance %

Current Position

Breakdown by Division

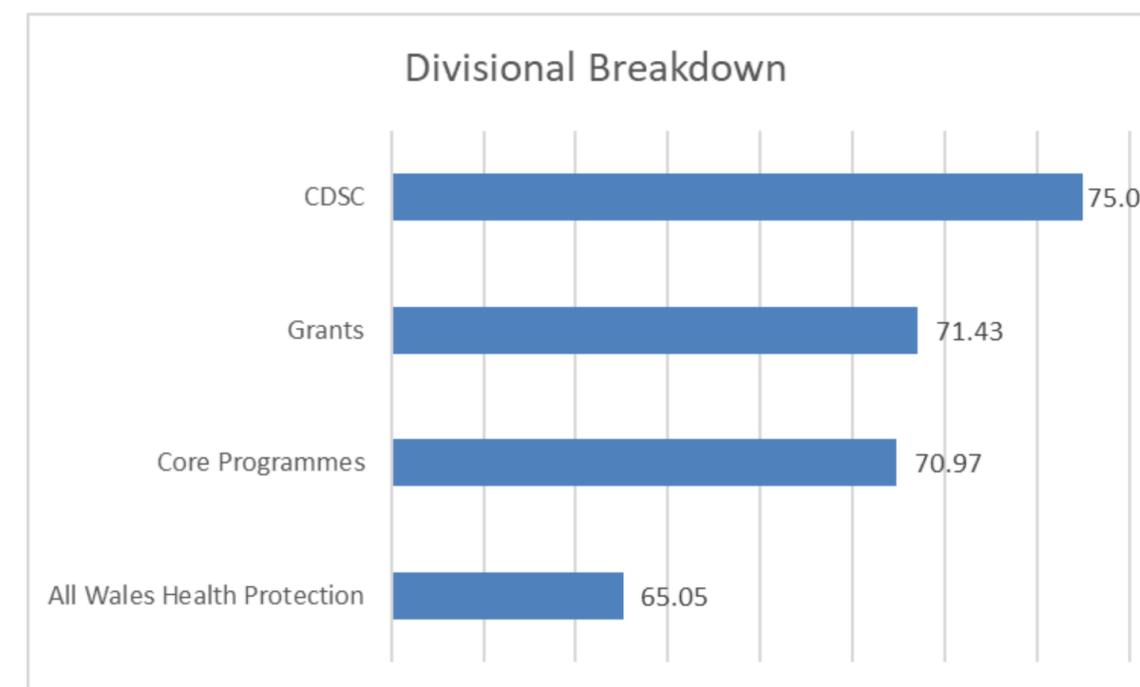| Division	Assignment Count	Reviews Completed	Reviews Completed %
HPSS Corporate	12	5	41.67
Health Protection	193	133	68.91
Microbiology	557	418	75.04
SPRs	9	7	77.78
Screening Services	516	367	71.12
Covid*	37	20	54.05

*This relates to employees still coded to Covid cost-centres

Health Protection – Previously tabled at Feb POD COM

1st February 2023 to 31st January 2024

Health Protection Division Appraisal Compliance %

Current Position

Divisional Breakdown

	Assignment Count	Reviews Completed	Reviews Completed %
All Wales Health Protection	103	67	**65.05**
CDSC	52	39	**75.00**
Core Programmes	31	22	**70.97**
Grants	7	5	**71.43**
Grand Total	**193**	**133**	**68.91**

Microbiology – Previously tabled at Feb POD COM

1st February 2023 to 31st January 2024

Microbiology Division Appraisal Compliance %

Current Position

Divisional Breakdown
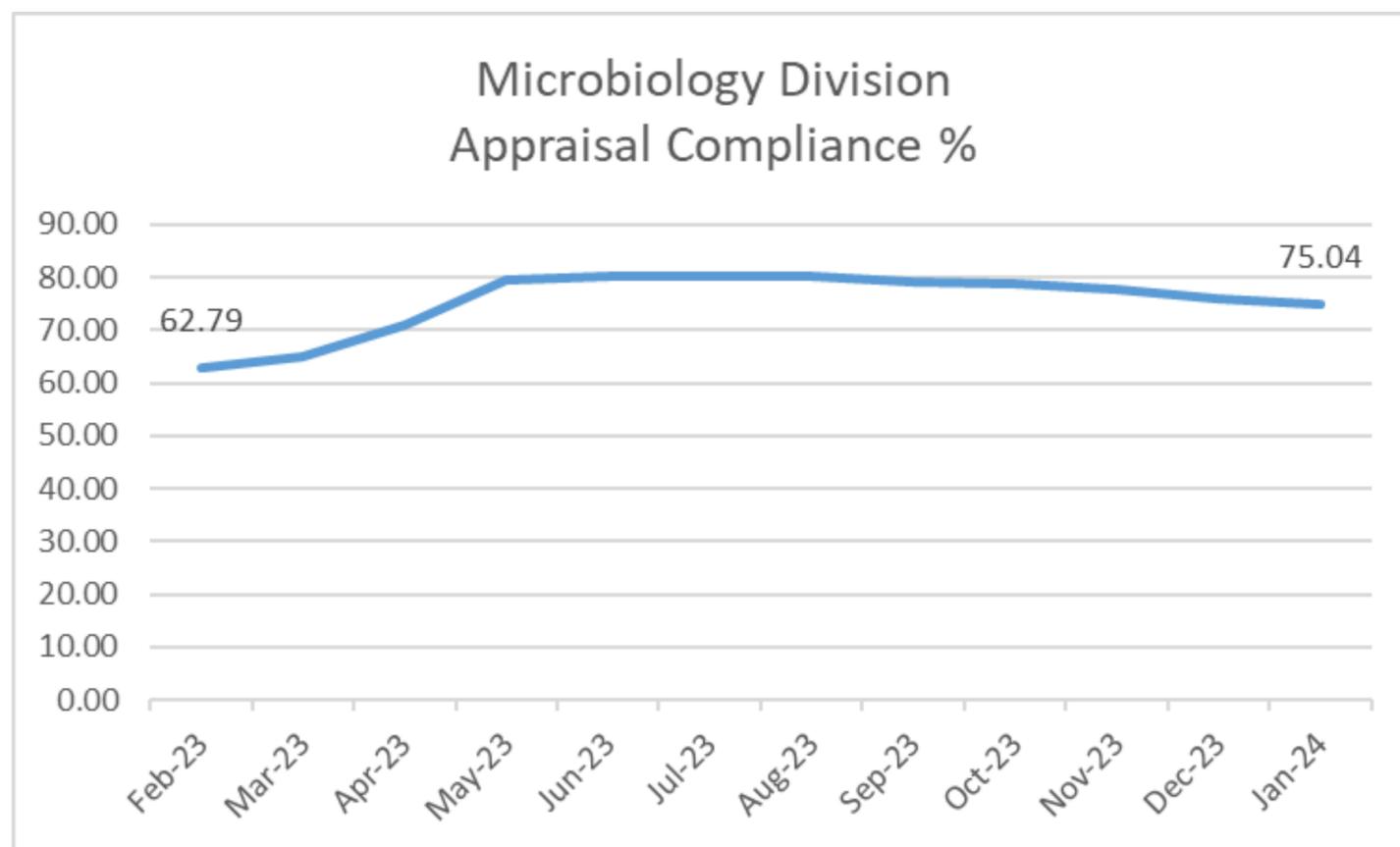
	Assignment Count	Reviews Completed	Reviews Completed %
Aberystwyth Laboratory	14	12	85.71
Cardiff Laboratory	179	144	80.45
Carmarthen Laboratory	29	28	96.55
Hot Labs Team	57	44	77.19
Microbiology Central	44	20	45.45
North Wales Laboratory	96	64	66.67
Swansea Laboratory	138	106	76.81
Grand Total	**557**	**418**	75.04

Screening Services – Previously tabled at Feb POD COM

1st February 2023 to 31st January 2024

Current Position

Screening Services Division Appraisal Compliance %


Divisional Breakdown
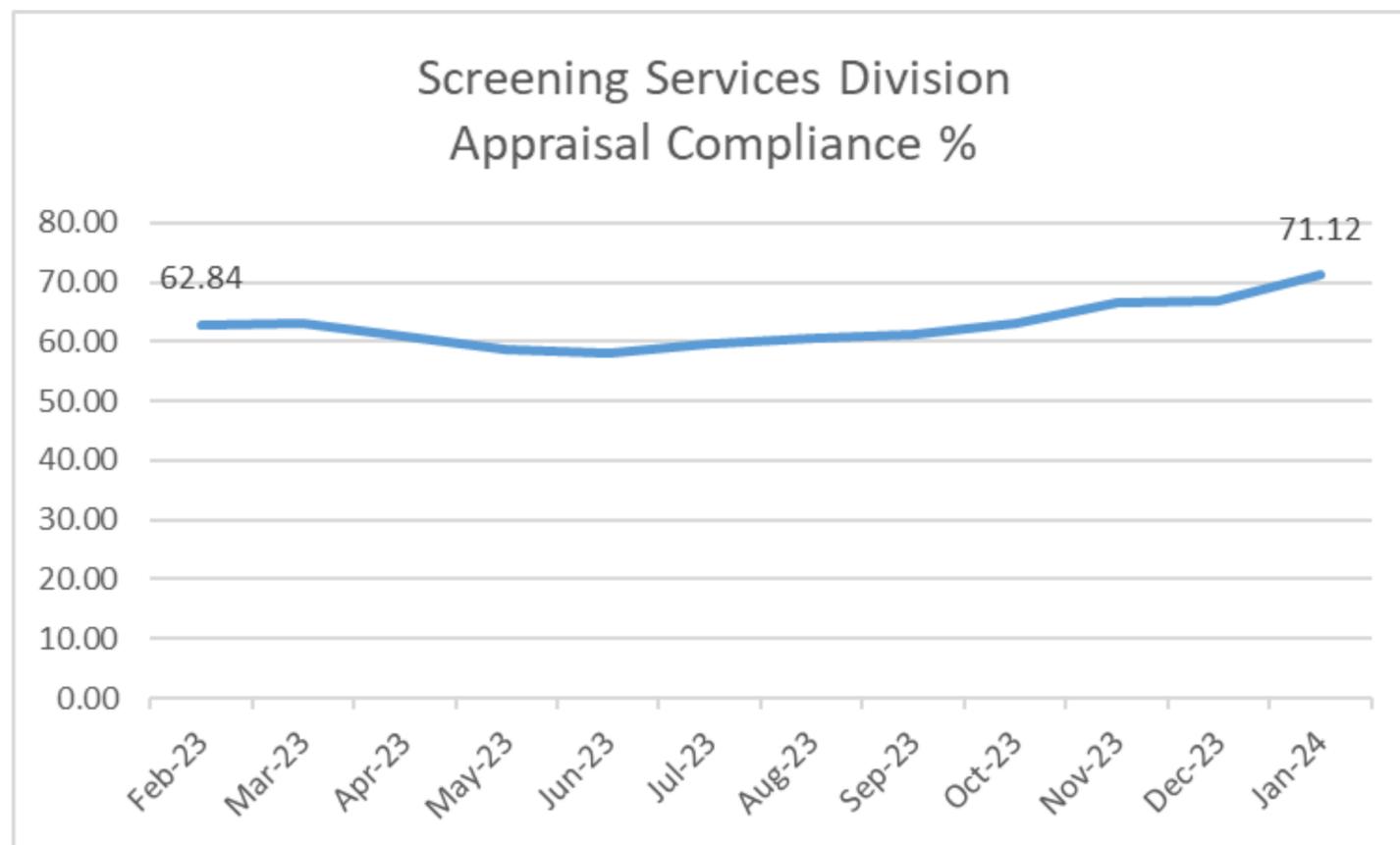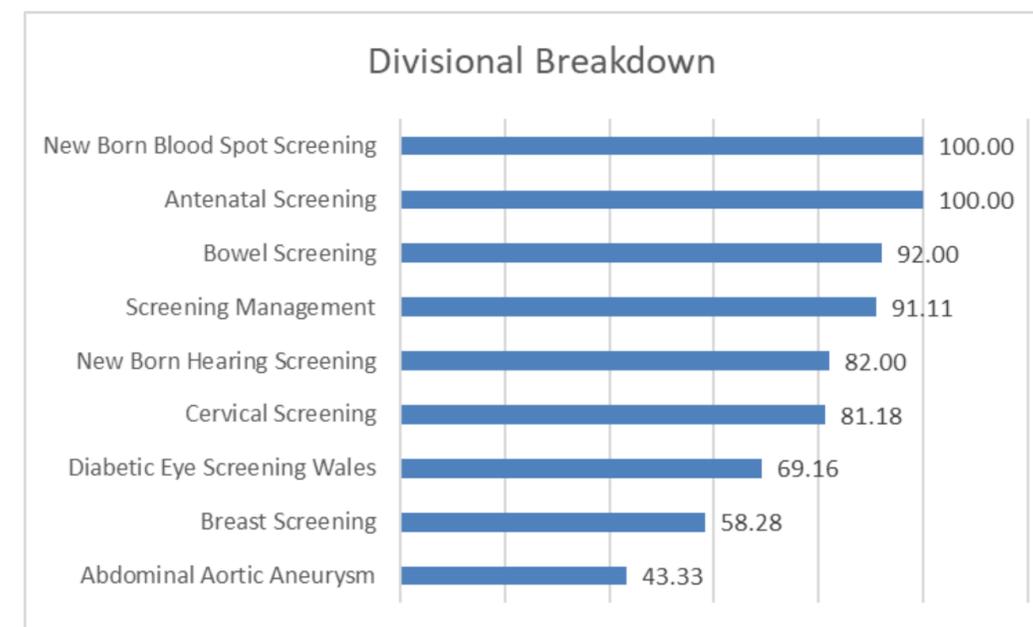
	Assignment Count	Reviews Completed	Reviews Completed %
Abdominal Aortic Aneurysm	30	13	43.33
Antenatal Screening	9	9	100.00
Bowel Screening	25	23	92.00
Breast Screening	163	95	58.28
Cervical Screening	85	69	81.18
Diabetic Eye Screening Wales	107	74	69.16
New Born Blood Spot Screening	2	2	100.00
New Born Hearing Screening	50	41	82.00
Screening Management	45	41	91.11
Grand Total	**516**	**367**	**71.12**

Directorate-Level Data

1st March 2023 to 29th February 2024

Assignments	Reviews Completed	Reviews Completed %
1,313	998	76.01
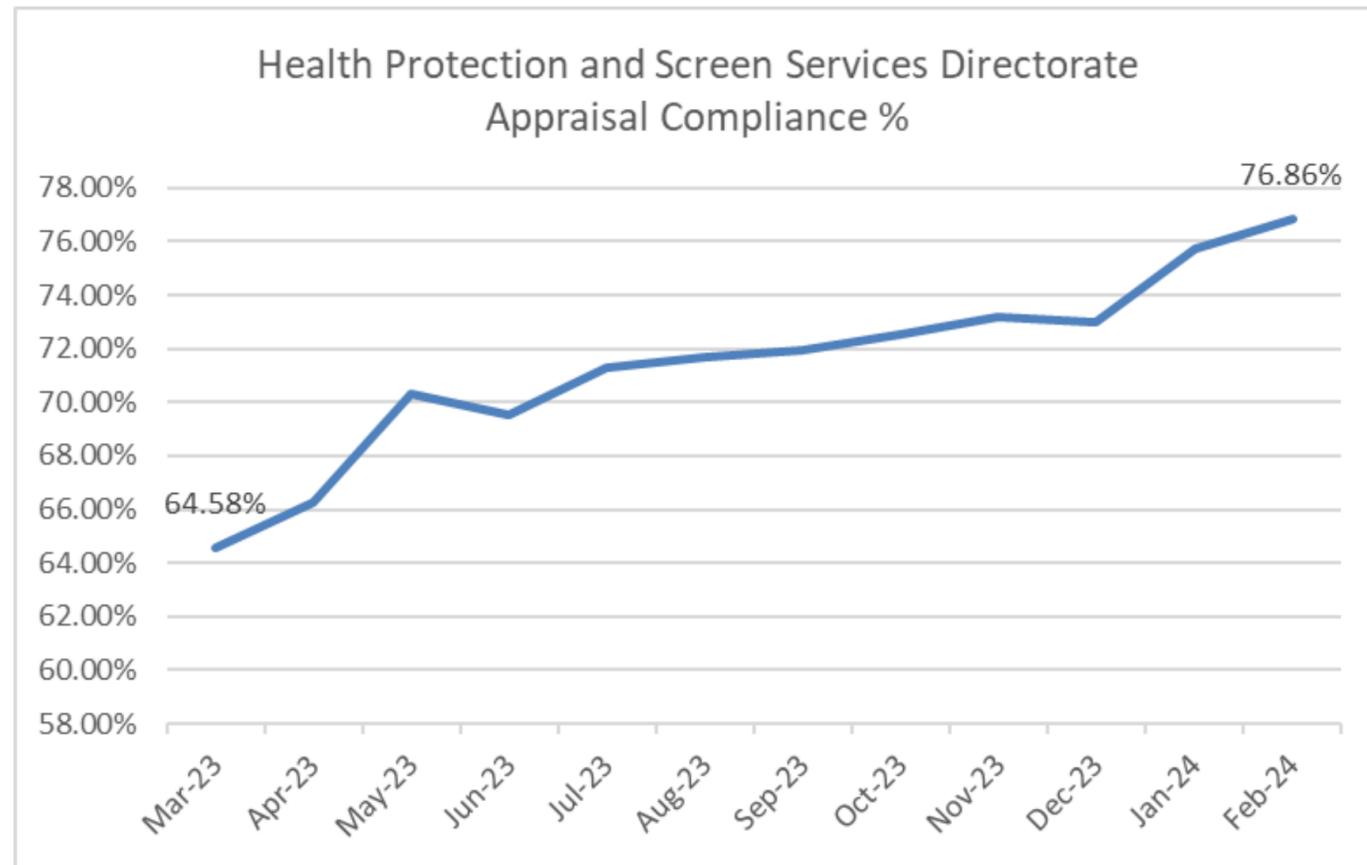
Health Protection and Screen Services Directorate Appraisal Compliance %

Current Position

Breakdown by Division
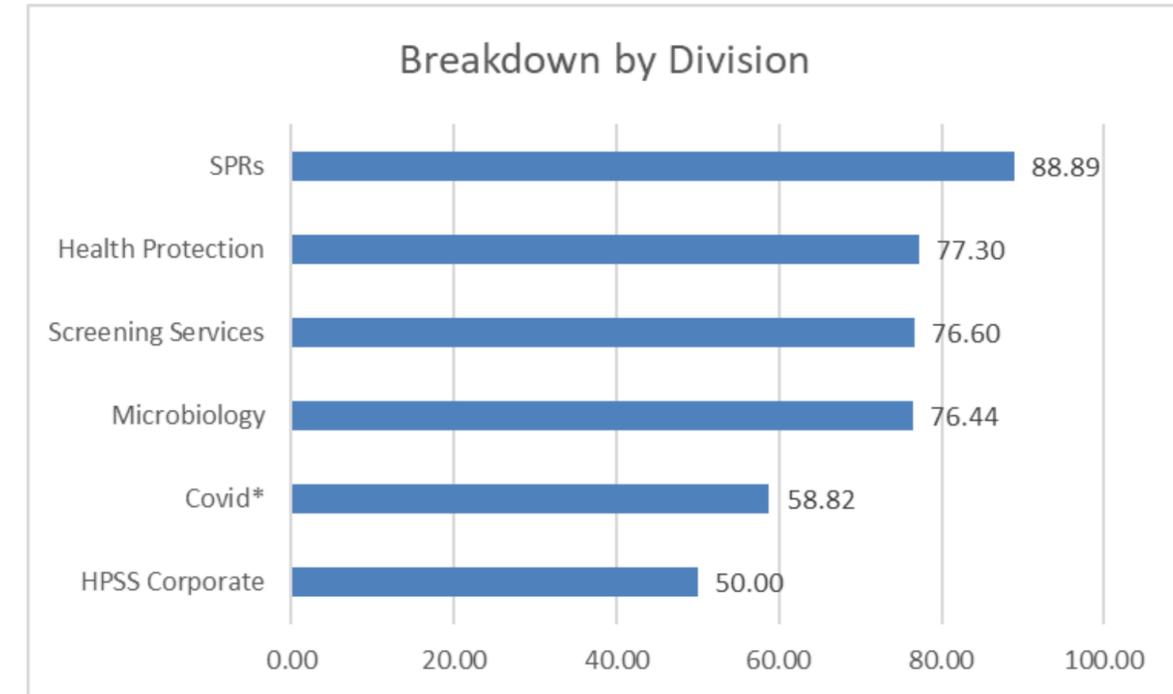
| Division	Assignment Count	Reviews Completed	Reviews Completed %
HPSS Corporate	12	6	50.00
Health Protection	185	143	77.30
Microbiology	556	425	76.44
SPRs	9	8	88.89
Screening Services	517	396	76.60
Covid*	34	20	58.82

*Relates to employees coded to Covid cost-centres

Directorate-Level Data

1st March 2023 to 29th February 2024

The figures in the previous slide include retrospective changes that managers have been making since the interventions were introduced.

This chart shows Appraisal Compliance data from the last 6 months Board Report submissions, which provides a more accurate picture of the improvements that have been made.

Appraisal Compliance - Based on PAD Submissions for the last 6 months
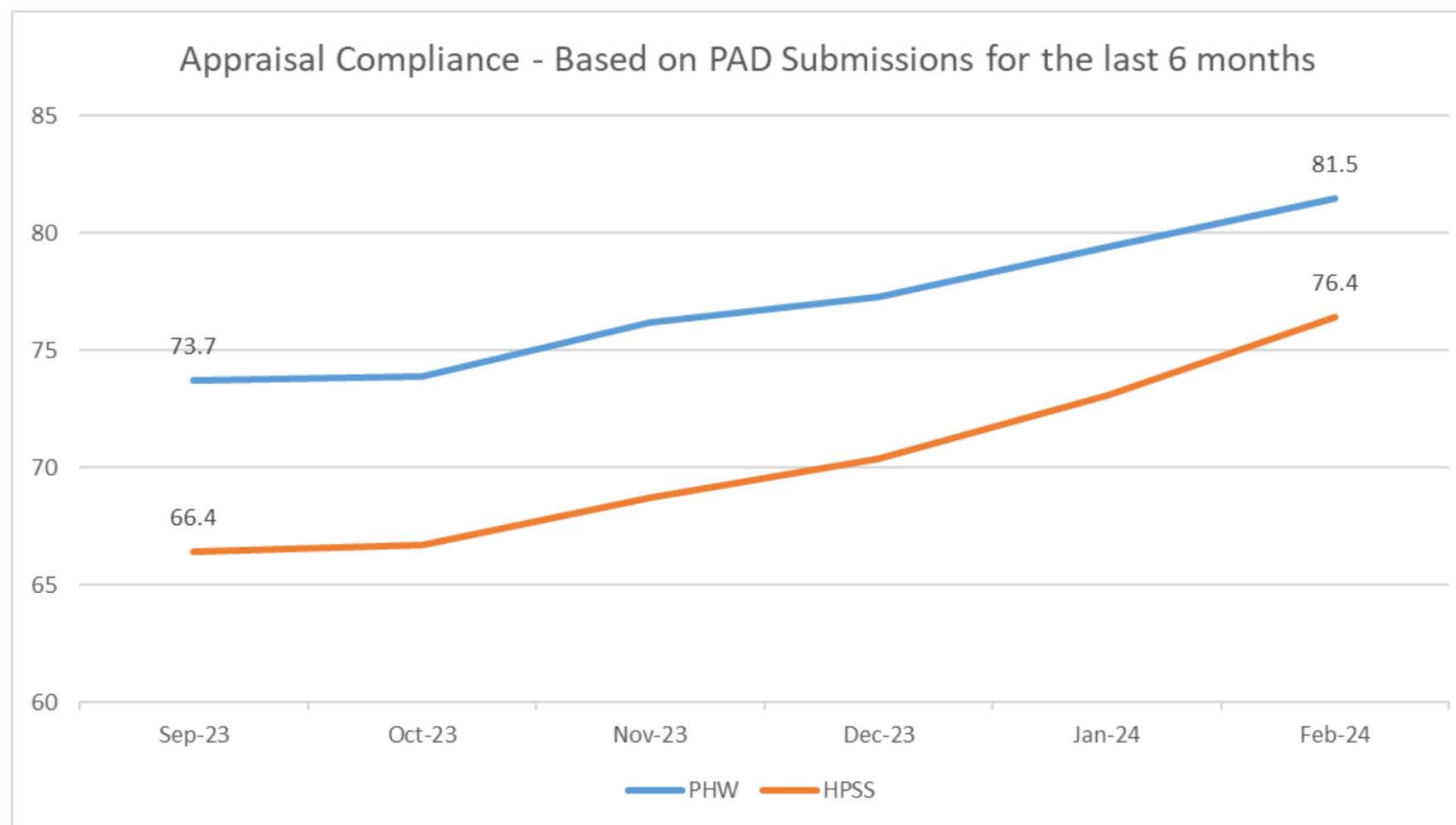
PHW = 7.8% increase

HP&SS = 10% increase

Work to improve the position

Work commenced in September to explore and understand the position which included:

Discussions with Directorate leadership team and line managers to understand the challenges. The discussions highlighted issues relating to:

- Accuracy of data in the system

- Reporting lines, large numbers of direct reports

- Dual roles / assignments

- Medical and consultant colleagues – Job planning and professional appraisal

- Competence / confidence

- Time and capacity

Work to improve the position

Support to improve

Leadership priority – People at the heart of all we do, responsibility to support and enable them to excel in PHW
- Agenda items on Directorate and Divisional leadership meetings reporting progress
- Specific workshop with Directorate Management Team in February 24.

Reporting lines – Review on case-by-case basis where line managers have large numbers

Confidence – A comprehensive series of training and drop in ESR sessions for managers delivered by POD twice a month. "Buddy" system introduced for less experienced managers.

Time and logistics – Support to upload data onto ESR as an exception. Reviewing workflows to enable time for meaningful MyC conversations.

Accuracy of data – Working with managers and POD colleagues to identify and correct anomalies.

Data accessibility – Working with POD colleagues to develop detailed reporting temporarily.

Looking forward

Achieving compliance

- All functional areas have a bespoke and realistic improvement trajectory developed by the Senior Operations Manager for the Division.

- These are reviewed both at divisional and directorate level monthly.

- With the exception of one area, all are projecting reaching compliance by the end of Q1 2024/25

- The final area by Q2 2024/25 (65% by end of April; 70% end of May; 75% end of June; 78% end of July; 80% end of August; 85% end of September).

Maintaining compliance

- Monitor the impact of amended systems and processes.

- Continue with monthly divisional reporting with escalation to directorate for any deviation.