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Duty of Candour & Duty of Quality update – Quarter 3 2023/2024

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Purpose

This presentation provides an update on progress to meet the requirements of the Duties of Candour and Quality in Public Health Wales.

This update is provided to the Business Executive Team, and the Board through the Quality, Safety and Improvement Committee on a Quarterly basis.

The last update was in July 2023.



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Duty of Candour

Duty of Candour update

Activity since July 2023

- Duty of Candour implemented since 1 April 2023
- 1 confirmed Duty of Candour post implementation – DOC process followed, matter investigated and closed in May 2023
- Monthly DOC training available – ongoing offer to staff
- ESR training competency scheduled to be added to applicable staff by October 2023
- DOC interface with Hosting and commissioning arrangement remains outstanding –discussions ongoing - update awaited from Board Business Unit



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Duty of Quality

Duty of Quality update

Activity since July 2023

- **Decision-making**

- Board Business Unit is reviewing the quality and governance structure around decision-making, including reviewing the suitability of a beta national quality-driven decision-making tool
- A request to extend the deadline to March 2024 has been submitted to BET through the IMTP reporting process. Activity is underway to progress the milestone as part of existing work and timelines.

- **Governance and accountability structure**

- Board Assurance Framework will be completed in November and report templates will follow once the BAF is approved by Board

- **Reporting and information (data to knowledge)**

- Refresh of Board Performance reports underway and review of all internal reporting groups to be presented to Executive Team
- Scoping the format and content for the Annual Quality Report to be published in April 2024
- Continued development of external Duty of Quality webpages and staff SharePoint pages

- **Commissioning and Hosting**

- Internal review by Board Business Unit of commissioning and hosting arrangements
- Review to ensure hosting arrangements for the NHS Executive are aligned with the Duty of Quality
- A request to extend the deadline to March 2024 has been submitted to BET through the IMTP reporting process. Activity is underway to progress the milestone as part of existing work and timelines.

Duty of Quality update

Activity since July 2023

- **Quality Standards**

- A final report on the previous Health and Care Standards will be presented to QSIC in Oct which will highlight at least one improvement per area
- Work is ongoing with QNAHPs, Clinical Governance Team , Office of the Medical Director and the Board Business Unit to determine reporting structures for the Clinical Governance Framework
- A request to extend the deadline to March 2024 has been submitted to BET through the IMTP reporting process; work is ongoing to align the quality infrastructure to quality standards

- **Quality Management System**

- Sessions held with PHW Executive Team and Leadership Team to update on Quality as an Organisational Strategy and agree approach for next three months focused on adapting and integrating QOS principles into existing work

- **Training and education**

- E-learning due to be launched by the National Duty of Quality Team in Sept/Oct 2023 (tbc) and will provide a foundation level of learning on which subsequent needs will be built
- Decision by Business Executive Team that the Duty of Quality e-learning module will be mandatory for all PHW staff

Duty of Quality update

Activity since July 2023

- **Improvement and Innovation Hub**

- Quality Improvement Project support from the I&I hub to:
 - Records Management: Hub to support with benefits realisation plans. Initial planning meeting held
 - Data breaches: Hub Team have analysed 13 months of data breaches and are creating an interim report which will be shared with Integrated Governance Team in October to confirm next steps
 - Job Evaluation: process mapping to identify improvements needed and support People & OD with implementation
 - DESW: continued support focused on pre-screener process
- Scoping opportunities for the I&I Hub to work with People & OD Directorate on helping shape their internal improvement system.
- The first two cohorts of Pocket QI have been delivered with excellent verbal feedback which will be formally collated. Learners are planning collaborative working for QI initiatives. Senior attendees plan to send more members of their teams. Pocket QI is a 3-hour introduction to the fundamentals of QI.
- [Two news stories](#) showcasing recent microbiology projects funded by I&I Hub grant funding have been published on the I&I Hub SharePoint.

The Quality, Safety and Improvement Committee is asked to:

- **Take assurance** from the update on progress to meet the requirements of the Duties of Candour and Quality in Public Health Wales.