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# Duty of Candour & Duty of Quality update – Quarter 4 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 October 2023.

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# Duty of Quality

February 2024



# Health and Social Care (Quality and Engagement) (Wales) Act 2020

**Duty of Quality** was introduced in April 2023 as part of the Health & Social Care (Quality and Engagement) (Wales) Act 2020 along with the Duty of Candour.

It seeks to achieve a **system wide approach to quality** in the health service to secure improvement and shift the focus away from simply quality assurance.

It requires NHS bodies and Ministers to exercise their functions in a way that requires them to consider how they can **improve quality on an on-going basis**.

The duty aims for **improving quality and therefore outcomes for service users to become an embedded and integral part of the decision making process** for health boards, trusts and Welsh Ministers.

It requires all organisations to implement a **quality management system**  
Requirement for **Annual report and 'Always on' reporting**



# Duty of Quality update

- **Decision-making**
  - A Governance Hub will be piloted from April 2024 where the duty of quality will be applied to all workstreams of the organisation. Initial discussions have been presented to the Leadership Team.
- **Governance and accountability structure**
  - As part of the Governance Hub proposal, and as a result of the QSIC pilot, the report templates will be fully updated.
- **Reporting and information (data to knowledge)**
  - The Board Assurance Framework has been approved and is live on the website. The Committee Chairs met and discussed the approach to progress a number of workstreams and improvement work through this group. The Deep dive guidance will be considered following the outcome of the QSIC pilot work and a review of the learning from this will be considered by the Committee Chairs in February.
  - The Performance and Insights report continues to be developed including incorporating feedback on the quality related content from the Executive Team and Board. Phase 2 developments for the Insights Report are being progressed up to end of March. This will include the review/refresh of performance indicators, including alignment with STEEEP quality standards.
  - Public-facing Duty of Quality webpages have been published.
- **Commissioning and Hosting**
  - Activity is underway to progress the milestone as part of existing work and timelines.

# Duty of Quality update

- **Quality Standards**
  - The CG Framework provides an overarching framework for what should be reported in each area of STEEEP.
  - A Quality Oversight steering group has been formed with monthly meetings scheduled to operationalise the framework across clinical services.
  - Work is ongoing between Clinical Governance / Quality Oversight steering group and the BBU to determine reporting structures for the Clinical Governance Framework.
  - Key lines of enquiry in development to be used as part of a self-assessment /peer review to support quality standards compliance.
- **Quality Management System / Quality as an Organisational Strategy (QOS)**
  - Workshops are scheduled for January/February to further iterate the PHW Meso maps focusing on service users and products & services for each sub-system. A joint SBET meeting on 5 February will review progress to date and agree next steps.

# Duty of Quality update

- **Education and training**

- The DOQ e-Learning is available on ESR (as of December 2023) and the competency was applied to PHW staff on ESR w/c 8 January. There will be an implementation timeframe of 3 months applied to 31 March 2024. Approx 1000 members of staff have completed the training in under one month – with the organisation leading the way in uptake across NHS Wales.

- **Improvement and Innovation Hub**

- The I&I Hub facilitated eight process mapping sessions across seven Health Boards to map the referral process for the Help Me Quit Teams. Mapping write ups collated by the I&I Hub will be used by the Help Me Quit Team to analyse process variation.
- The climate change challenge delivered through SimplyDo has closed. The I&I Hub worked with the project review group and the Health & Sustainability Hub to progress the 23 ideas that were submitted to the portal. This includes funding for at least three submitted ideas by Facilities, Microbiology and the Health & Sustainability Hub.



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# Duty of Candour Update

- No new DoC cases identified during Quarter 3
  - 1 DOC case remains one ongoing (reported in Quarter 2). This is a combined DOC case with Cardiff and Vale University Health Board (CVUHB) who are the lead reporter and investigator. The case pertains to samples that had tested positive since May 2023 for a rare organism and had not been acted upon. PHW had missed opportunities to inform requesting clinicians of the clinically significant results.
  - A bespoke PHW monthly training offer continues in addition to the mandatory All Wales ESR Module
  - Overall ESR compliance reporting function remains compromised as a result of an ESR issue (not recording all staff completion) and had been raised again and escalated with Shared Services ESR team
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# 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.