



GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales

Duty of Quality Annual Report 2023-2024

QNAHP's

20/05/2024

Methodology and data collation

- Engagement events - bespoke approach with the directorates
- Collaborative discussions covering the 12 standards under the duty of quality
- Directorates asked to submit information pertinent to their domains -
- We received over 70 stories and selected 50
- Selection criteria included - reflective learning, improvement with plans for the year ahead and avoided duplication

| Standards: Domains of Quality | | Standards: Quality Enablers | |
|-------------------------------|----------------|-----------------------------|------------------------------------|
| 1 | Safe | 7 | Leadership |
| 2 | Timely | 8 | Workforce |
| 3 | Effective | 9 | Culture |
| 4 | Efficient | 10 | Information |
| 5 | Equitable | 11 | Learning, improvement and research |
| 6 | Person-centred | 12 | Whole systems approach |

Next Steps and Initial visuals

- Amendments made following Business Executive Team meeting
- Expectation from Welsh Government that the Report will be published by 31st May 2024
- Draft is with the designers
- Final will go to the designers following QSIC approval
- On track to meet publication deadline
- Debrief and lessons learnt process

Annual Quality Report 2023/24





4.1 Safe

4.1 Safe

Our services should be high quality and reliable, avoiding preventable harm, maximising the things that go right and learning from when things go wrong to prevent them occurring again.

This includes the safety of vulnerable children and adults who use our services, ensuring our environments are safe for our public and staff, that risks are identified and monitored and where possible reduced and that we use our responsibilities in public health to support safety in our population.

4.1.1 Safeguarding

Safeguarding means protecting a person's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect. It is an integral part of providing high-quality healthcare. Safeguarding children, young people and adults is a collective responsibility. Public Health Wales has a corporate safeguarding team with strong systems and processes in place to ensure that those we work with and for, are protected from avoidable harm, abuse, and neglect. A way of assessing the quality of our corporate safeguarding service is using the number of referrals to the 'Named Lead for Safeguarding' who is the responsible officer for safeguarding in Public Health Wales.

Public Health Wales also hosts the National Safeguarding Service (NSS). This has a strategic role across NHS Wales to support health boards and trusts to improve safeguarding practice, working collaboratively through an established network of practitioners. The NSS brings together a skilled team of medical and nursing safeguarding professionals who provide expertise and leadership to improve quality, learning, training, and specialist guidance to colleagues across NHS Wales and other organisations who have key responsibilities within safeguarding, including Welsh Government.

The PHW internal safeguarding service has seen an **increase in reporting** due to visibility and safeguarding awareness training to ensure safeguarding is everybody's business.

48
2021/22

69
2022/23

44%
increase
in reporting

4.1 Safe

4.1.2 Infection Prevention and Control

Background

Preventing and reducing the transmission of infectious diseases is essential to ensuring people stay healthy. Our infection prevention and control (IPC) is a practical, evidence-based approach to protect patients and staff from harm caused by avoidable infections. Our Lead Nurse for IPC works with frontline teams across Public Health Wales offering guidance on procedures, equipment, the implementation of policies and standardised safety checks.

Breast Screening Mobile Vehicles

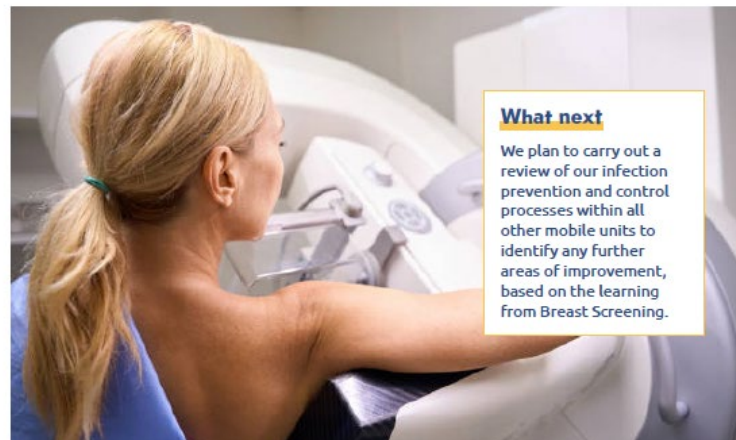
The situation

Breast cancer screening services use mobile units so that they can park in convenient locations like shopping centre car parks, to make it easy for people to access breast screening appointments. However, our mobile units were old and there was a risk of cross infection due to the age and layout.

We did

We brought together a wide group of professionals to guide us on the purchase of new breast screening mobile units, with better infection control practices at the centre of the decision making. The new mobile units have been designed so that:

- ✓ All surfaces can be easily cleaned
- ✓ Air exchange units are in place so allow the circulation of clean air
- ✓ A one-way system to prevent service users having to cross paths with each other.



What next

We plan to carry out a review of our infection prevention and control processes within all other mobile units to identify any further areas of improvement, based on the learning from Breast Screening.

4.1 Safe



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i greu Cymru iachach

Working together
for a healthier Wales
