 <p>GIG CYMRU NHS WALES Iechyd Cyhoeddus Cymru Public Health Wales</p>	<p>Name of Meeting Quality, Safety and Improvement Committee</p> <p>Date of Meeting 20 May 2024</p> <p>Agenda item: 4.1</p>
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Duty of Quality Annual Report 2023 - 2024	
Executive lead:	Claire Birchall, Executive Director, Quality, Nursing and Allied Health Professionals
Author:	Samadini Perera (Quality and Performance Improvement Manager)

Approval/Scrutiny route:	Business Executive Team 02/05/2024 Quality, Safety and Improvement Committee – 20/05/2024
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<p>Purpose To provide the Quality, Safety and Improvement Committee with a final draft version of the Public Health Wales Annual Quality report.</p>				
<p>Recommendation:</p>				
<p>APPROVE <input checked="" type="checkbox"/></p>	<p>CONSIDER <input type="checkbox"/></p>	<p>RECOMMEND <input type="checkbox"/></p>	<p>ADOPT <input type="checkbox"/></p>	<p>ASSURANCE <input type="checkbox"/></p>
<p>The Quality, Safety and Improvement Committee is asked to:</p> <ul style="list-style-type: none"> • Approve the final draft Annual Quality Report 2023 -2024 (for publication in line with the requirements of the Duty of Quality). 				



Link to Public Health Wales [Strategic Plan](#)

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

Strategic Priority/Well-being Objective	All Strategic Priorities/Well-being Objectives
Strategic Priority/Well-being Objective	Choose an item.
Strategic Priority/Well-being Objective	Choose an item.

Summary impact analysis

Equality and Health Impact Assessment	An Equality and Health Impact Assessment is not necessary, as no decision is required as part of this report process. However, this has been given consideration as part of the implementation plan in the Duty of Quality roadmap. Many of the areas that are referenced through the Duty of Quality Annual Report 2023 – 2024 link to quality improvement activities that directly or indirectly identify or address inequity or disparity.
Risk and Assurance	The information and data presented in this report help understand the quality of services/ care being delivered, and our assurance and improvement activities to provide high quality and continuous improving services.
Health and Social Care (Quality and Engagement) (Wales) Act	This Annual Duty of Quality report directly supports the implementation of the Health and Social Care (Quality and Engagement) (Wales) Act and fulfils Public Health Wales reporting obligations to comply with the Duty of Quality.
Financial implications	Much of our quality improvement activity helps support our financial position, through enabling more efficient, productive services or supporting cost avoidance.
People implications	The impact of leadership and culture on quality are clearly defined in the standards.

1. Purpose / situation

This paper provides the draft Duty of Quality Annual Report 2023-2024 for approval at Quality, Safety and Improvement Committee following review at Business Executive Team Meeting, amendments and executive approval.

2. Background

The Duty of Quality forms part of the Health and Social Care (Quality Engagement) (Wales) Act 2020, which came into effect on 1 April 2023. The duty defines quality as “continuously, reliably, and sustainably meeting the needs of the population that we serve.”

To comply with the duty, Public Health Wales is required to publish an annual quality report describing the steps taken on the quality journey and 2023-2024 will mark the first Annual Quality report under the Duty.

3. Description/Assessment

The report aims to describe to the public:

- A review of the progress and challenges on the quality journey and look forward to the year ahead
- a balance of positive information and acknowledge where services need to improve
- qualitative and quantitative data and information, such as case studies and patient stories to illustrate quality across all 12 standards.

Methods for Collation: An engagement process was undertaken with directorates following senior leadership team on the 4 March 2024. Directorates were invited to collaboratively discuss the 12 standards under the duty of quality and provide a few stories within the standards that related to their areas. Each directorate adopted a slightly different approach and learning and opportunities to improve will be reflected on for next year's report.

Selection of information: We received over 70 stories and have selected 50 that provide the best example to the public of the standards of quality. The selection criteria included examples that demonstrated reflective learning, quality, plans for the year ahead, were understandable to the public and avoided duplication. It also ensured all Directorates work is represented and there are sufficient examples across the standards.

The examples are referenced in Appendix 1 under each of the 12 Duty of Quality Standards. A further breakdown by directorate can be provided on request.

Next steps: The expectation from Welsh Government is that the report should be published by the 31st of May 2024.

Following approval, this report will be subject to professional design and available to the public via the Public Health Wales internet site.

3.1 Well-being of Future Generations (Wales) Act 2015



This report outlines the long-term continual improvement journey stipulated by the Duty of Quality as part of the Health and Social Care (Quality Engagement) (Wales) Act 2020. Linking to our long-term strategy, it outlines quality as part of our long-term vision



The report references our strategic leadership role in public health prevention, outlining examples such as diabetes prevention and preventing the spread of communicable disease.



This report brings together how we work across the wider health and social care system integrating learning and improvement for the benefit of the people that we work with and for.



Internally, we engaged with our teams across the organisation to introduce the standards within the duty. Externally we demonstrated collaborative work across Wales and Internationally to provide the best outcomes for the people that we work with and for.








This report outlines how we engage with and involve our people as part of our quality journey to continually improve our services.

4. Recommendation

The Quality, Safety and Improvement Committee is asked to:

- **Approve** the final draft Annual Quality Report 2023 -2024 (for publication in line with the requirements of the Duty of Quality).

Appendix 1:

Duty of Quality Standard	Example
Safe 	Safeguarding
	Infection, Prevention and Control
	Breast Screening mobile vehicles
	Consent for screening services
	Managing our risks
	Putting Things Right
	Suicide surveillance
Timely 	Newborn blood spot screening
	Rapid Testing in Microbiology
	NHS Breast Screening recovery programmes
Effective 	Designed to Smile Programme
	Research in the population of unpaid carers
	Diabetes prevention- Tackling diabetes
	Identifying wound infections more effectively, and reducing unnecessary testing
	Preventing the spread of diseases
	Quality and Clinical Audit
	Clinical Audits in Microbiology
Efficient 	Value based care
	Supporting the Wellbeing and Health Economy in Wales - focus on public and social value
Equitable 	Accessibility Audit
	Health experiences of Asylum seekers and Refugees in Wales (HEAR2)
	Engaging with our population
	Ethnic Minority project
Person Centred	Young Ambassadors
	Digital exclusion of older adults

 <p>Person ganolog Person centred</p>	Providing information for new parents – ‘Every Child’ Immunisation tackling Health Inequality Complaints and Concerns
Leadership  <p>Arweinyddiaeth Leadership</p>	Inspiring Culture and Leadership <ul style="list-style-type: none"> • Transforming leadership and management programmes • Leading with Impact workshops • Leadership forum • Leadership and management academy
Workforce  <p>Gweithlu Workforce</p>	Board Assurance Framework People Strategy and work how it works best Upskilling the workforce Workforce wellbeing and enablement Workforce equality, diversity and inclusion
Culture  <p>Diwylliant Culture</p>	Being our Best Healthy working relationships Speaking up safely Duty of Quality e-Learning
Information  <p>Gwybodaeth Information</p>	Records Management Freedom of Information requests Information Governance Always On reporting
Learning, Improvement and Research  <p>Gwella, dysgu ac ymchwil Learning, improvement and research</p>	Improvement and Innovation Hub Maternal and child screening Communicable diseases
Whole Systems Approach  <p>Ymaswedd systemau cyfan Whole systems approach</p>	National work on violence and trauma Helping Wales to reduce health inequalities and poverty with national and international partners Primary Care Obesity Prevention Action Plan All Wales Breastfeeding Action Plan Vaping for Secondary-aged learners in Wales