



28 August 2015

This is the update (for the week ending 28 August 2015) and describes progress against key areas highlighted by the Minister for Health and Social Care when placing the Health Board in Special Measures.

A series of “100 Day Plans” have been developed against the following headings:

- Reconnecting with the public and staff; communications
- Mental Health improvement
- Obstetrics and Gynaecology
- Corporate Governance
- GP Out of Hours Services

For each heading a detailed delivery plan has been produced and progress to date is highlighted below (the full plans are available at <http://www.wales.nhs.uk/sitesplus/861/opensdoc/269883>)

### **Reconnecting with the Public, Stakeholders and Staff**

- Over the last 3 weeks we have attended the following events:
  - White Rose Shopping Centre, Rhyl
  - Anglesey County Show
  - Llanrwst Rural Show
  - St Asaph Rotary Country Fayre
  - Denbigh and Flint Show
  - Deiniol Shopping Centre, Bangor city centre
  - Meirionnydd Show, Harlech
- We will also be at the following forthcoming events:
  - Tour of Britain finish line, Wrexham (6th September)
  - Mold Food Festival (19th and 20th September)
- Street team’ events have also been undertaken in busy shopping areas:
  - Bangor
  - Wrexham

Members of the public were proactively approached and invited to share their views about and experiences of the health service in north Wales.
- 25 Staff MOT roadshows, 41 staff drop in sessions, 11 open door forums for staff and 60 Aston Team Development sessions for staff completed with further Big Conversation and World Cafe events planned for the coming weeks.
- To date, over 1,000 conversations have been held with members of the public.
- We are now planning Phase 3 of the programme (commencing in September 2015) working with CVCs, the CHC and Local Authorities and our Health & Social Care Facilitators to engage third sector and community groups. Many requests for discussions have already been received from groups across the area and resources are now being aligned to ensure all requests are met.

- Our “*Why I Am Proud*” weekly blog from members of staff across the organisation is now online and our “*Talk About*” staff newsletter was published – circulated to all email users and promoted via social media
- Our Medical Director conducted a live webchat and three further webchats have been scheduled (two in partnership with Daily Post) and are to be used to support the maternity service changes consultation. .
- Simon Dean, our Interim CEO appeared on Radio Wales on 16 August to discuss progress on 100 day plans and the forthcoming maternity consultation.

## **Mental Health**

- Work across a number of areas in the MH service is continuing:
  - Clinical Governance – identified all local and divisional risks and put mitigation in place, the governance framework has been reviewed to ensure it is fit for purpose, benchmarking of wards that have achieved the Royal College of Psychiatry AIMS/Star Wards standards and developed a plan to support all wards to achieve accreditation, reviewed the complaints process and engaged service users and their families in designing a revised process and reviewed models for pathways of care.
  - Medicines Management – formulary completed for 4 service areas, storage and security of medicines reviewed with improvement plan in place, audit of drugs on dementia wards completed and report due in early September
  - Professionalism – revised training programme in place, quality and safety audit standards and implementation programme in place; “Schwartz rounds” training for in patient settings commissioned and due to commence in September
  - Shift by Shift – revised quality metrics introduced, NEWS audit compliance completed and work on auditing the involvement of families and carers in care and treatment plans is ongoing
  - Sustainable workforce – recruitment event planned for mid-September and a review of Job Descriptions underway with proposals to standardise succession planning now being considered

## **Obstetrics and Gynaecology**

- Significant work undertaken to prepare for a 6 week consultation on temporary service reconfiguration and Board approved the process on 18 August 2015
- The consultation will run from 24<sup>th</sup> August until 5<sup>th</sup> October 2015 and is supported by a range of documents and information ([www.wales.nhs.uk/nwmaternity](http://www.wales.nhs.uk/nwmaternity))
- A series of public meetings, deliberative events and public survey activities are in place to ensure the process is accessible and there is a wide awareness across North Wales
- Continued risk monitoring and management being undertaken shift by shift to maintain services in current configuration
- The Nursing & Midwifery Council has undertaken an extraordinary review of maternity services and the report is due to be published in September
- A recruitment drive for midwives has resulted in 27 appointments being made.

### **Corporate Governance**

- Work has continued in developing the Board Assurance Framework with work planned with Board members over the coming weeks to revisit the Corporate Risk Register and align organisational objectives
- The evaluation of the Board's Committee structure is nearing completion with feedback being analysed and themed
- Mandatory training requirements for Independent Members completed with additional training sessions arranged
- All major capital programmes have named lead Executive Directors as Senior Responsible Officers to ensure robust governance processes are followed and capital schemes and benefits realisation are aligned to the corporate objectives

### **GP Out of Hours Services**

- Work on improving performance and delivery in each division continues with robust monitoring standards now in place.
- Daily reporting on shift coverage and daily unscheduled care conference calls also in place to monitor patient flow, staff coverage and performance.
- A second review of the service by Partners 4 Health programmed for mid-September.
- All key milestones have been delivered and work is now focussing on recruitment to Nurse Practitioner roles in the service and revised operational management arrangements.