



31 July 2015

This is the second issue of regular updates (for the week commencing 27 July 2015) on 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/opendoc/269883>)

Reconnecting with the Public, Stakeholders and Staff

- Feedback from Phase 1 of the Engagement Programme is being analysed. Broad themes raised include access to GP services, medical staffing, services in rural communities, local service changes and issues with service pathways (including communications between medical teams and referrals)
- Phase 2 of the programme has now started and includes:
 - A Health Board stand at 11 major regional outdoor events across North Wales as follows:
 - North Wales Pride, Hendre Hall, Bangor (25th July)
 - Celtic Summer Fayre, Conwy (29th July – 2nd August)
 - White Rose Shopping Centre, Rhyl (8th August)
 - Anglesey County Show (11th and 12th August)
 - Llanrwst Rural Show, Saturday (15th August)
 - St Asaph Rotary Country Fayre (16th August)
 - Denbigh and Flint Show (20th August)
 - Deiniol Shopping Centre, Bangor city centre (21st August)
 - Merioneth County Show, Harlech, (26th August)
 - Tour of Britain finish line, Wrexham (6th September)
 - Mold Food Festival (19th and 20th September)
- In addition, four 'street team' events will take place in busy shopping areas where members of the public will be proactively approached and invited to share their views about and experiences of the health service in North Wales:
 - White Rose Shopping Centre, Rhyl (26th July)
 - Asda, Llandudno (27th July)
 - Bangor (TBC) (3rd August)

- Eagles Meadow Shopping Centre, Wrexham (8th August).
- The basic questionnaire for the public is now available online in a number of languages, easy read and BSL versions. This has been widely promoted through social media channels
- The SurveyMe smart phone app has been launched
- Invitations have been issued to local media reporters to give them the opportunity to shadow front line staff in a variety of settings (the first will be a reporter from the Wrexham Leader alongside catering staff in Wrexham Maelor Hospital)

Mental Health

Improvement plan split into a number of work streams:

- **Complaints**
 - Weekly monitoring of all complaints introduced
 - Liaison established with other Mental Health Trusts to look at ways of improving feedback processes for families and carers
 - Roll out of 'I Want Great Care' in Acute Wards in Wrexham completed and support to families for completion of feedback cards being provided by volunteers. Work is ongoing with Unllais to recruit further volunteers to support the programme
 - Revised process for Mental Health concerns drafted and circulated for comments
- **Medicines Management**
 - Tools to ensure standardised practice across the Health Board developed
 - A formulary review is underway with 4 out of 7 therapeutic areas completed
 - Medicines Management workforce plan under development
- **Professionalism of Staff**
 - Work undertaken to identify all gaps in Personal Development Reviews and mandatory training requirements and all managers with staff identified as being out of date instructed to produce a compliance plan
 - A review of compassion training across the Health Board is underway with the aim of introducing a single training package
- **Quality & Safety**
 - Quality and safety audit tool reviewed and piloted within the service
 - Commenced a programme of senior manager walk rounds for inpatient areas
 - Agreed draft shift by shift quality and safety metrics piloted in Older Peoples' Services and now introduced across all inpatient areas
- **Workforce**
 - Meeting held with Bangor University to discuss future training requirements and meetings being held with lecturers to discuss future service needs
 - Meeting held with students due to qualify in March 2016 to discuss employment prospects and processes
 - A peer exit interview process for the MH Division agreed with work ongoing on succession planning
 - Proposal developed to look at rotation of staff across service and for revised induction programme for new staff

- **Environment**
 - Work underway to identify key priority projects to improve the ward environment based on risk, deliverability and scope. This is coupled to scoping of funding requirements to enable the commencement of high risk work identified in previous reviews/inspections
 - Development of Maintenance Assistant role across Mental Health Services to address day to day maintenance needs
- **Interdependent Pathways (between Mental Health & Medicine)**
 - All patient pathways have been collated and reviewed; work is now underway to design and develop clear pathways for adoption across the Health Board
- **Incidents**
 - Detailed analysis of Incidents from 2013 to date is underway on medium secure units, Learning Disabilities, adult acute and substance misuse
 - Standard Operating Procedures are being prepared for Mental Health teams to ensure there are clear processes for managing incidents with clear escalation processes for POVA and other emerging issues with senior management review at each stage

Obstetrics and Gynaecology

- During the last week the Project Team. for delivery of the consultation on potential temporary service change, has:
 - Developed a risk and issues log
 - Undertaken further drafting of the consultation document and collated clinical evidence base
 - Established Health Impact Assessment and Equality Impact Assessment processes
 - Continued engagement with key groups (Maternity Services Liaison Committee, CHC, consultant staff in local hospitals and Save Betsi Babies)
 - Made presentations to key Advisory Groups (Stakeholder Reference Group and Health Professions Forum)
 - Developed branding for consultation, progressed branded web site specifically for the consultation and through Health Board's own website invited pre-registration of details for those with an interest
 - Confirmed arrangements for Quality Assurance of consultation process with the Consultation Institute
- The aim is to take the consultation documentation and plan through the necessary approval processes to allow the programme to start in mid-August

Corporate Governance

- Work has continued in developing a revised Risk Management Strategy which reflects the Board's risk appetite and the new operational structures
- Work is ongoing in developing a Board Assurance Framework to reflect key organisational objectives, risks and assurances
- Next steps include an evaluation of the Board Assurance Structures, the role of Board Committee Advisors and finalising arrangements for capital programme management

GP Out of Hours Services

- Clinical Governance Plans are now in place with progress being monitored at weekly meetings
- Real time reporting is in place to show activity and staffing levels across North Wales
- Bespoke telephony software training has been arranged to improve customer interface