

Pwyllgor Safonau a Pherfformiad / Standards and Performance Committee

Briff Cyfarfod / Meeting Brief

Mehefin 2021 / June 2021

Minutes and agreed actions from the previous meeting

The committee agreed the minutes from the previous meeting as an accurate summary of the meeting discussions, and noted the progress made with the agreed actions.

National Standards for CHCs in Wales

CHC self-assessment summaries – the committee noted the self-assessment summaries.

Peer review programme 2020-2021: outcomes, learning and development priorities

Each Chief Officer gave a presentation to the committee on the CHC they had reviewed. A number of key issues were identified in relation to the 2020/21 peer review process and these were fed back to the committee.



The table below demonstrates which CHC peer reviewed each CHC.

CHC	Reviewed	CHC
Aneurin Bevan		Powys
Cwm Taf Morgannwg		Aneurin Bevan
Hywel Dda		South Glamorgan
Powys		Cwm Taf Morgannwg
South Glamorgan		Swansea Bay
Swansea Bay		North Wales

Following the presentations, the following matters were highlighted:

- It was clear from the presentations that as a CHC movement we still need to do some further work to make sure we are consistent in our interpretation of the key indicator requirements.
- Good practice and practice worth sharing – rather than simply sharing good practice with each other, this needs to be translated into our policies and procedures wherever possible so that they apply across the CHC movement further increasing consistency.
- Process – paper vs electronic – we need to feed into the guidance for next year on how the evidence is produced and accessed by the review teams. It needs to be subject to discussion and agreement by the reviewers and reviewing body so that individual needs are met.
- We need to do some more work to develop our overall understanding of some of the terminology we use within the complaints advocacy service, eg., it's clear that there are different approaches to 'supervision'

The committee noted that following the peer review programme this year, further work will now need to be undertaken by the Senior



Management Team (SMT) in terms of the process and the learning from the process.

The committee suggested that SMT consider the role of the committee and the Board office in scrutinising peer review outputs and making final decisions where peer review teams and CHCs being reviewed cannot agree.

Due to the lengthy discussion, it was also agreed to look at whether there should be a return to a specific, separate session purely on the peer review rather than incorporating a session within a committee meeting.

New ways of working – a focus on virtual visiting and engagement

The committee noted the various reports published by CHCs in Wales on NHS services during the coronavirus pandemic. These showed the different approaches being taken to virtual engagement, including visiting.

The committee heard that a summary of all the information CHCs are hearing from people across Wales is being fed back to Welsh Government on a weekly basis for early action where needed.

It was noted that there is still some further work needed around health board responses to our reports.

The committee also noted that our approach to surveys based on a very small number of broad questions (focused on encouraging free text responses) is enabling us to produce reports that incorporate very powerful patient stories.



CHC service changes – annual reflections and lessons learned

The committee heard that SMT had discussed CHC's experiences over the past year in dealing with service changes. Some CHCs had been successful in agreeing updated protocols with their health board and this had helped them to manage service change during the pandemic.

This past year has focused largely on urgent, temporary service changes, CHCs have identified a significant potential challenge in the year ahead as health boards consider proposals to make some of these changes permanent. The ability of CHCs to handle service change proposals on this scale would be very difficult to achieve within existing resources.

It is also clear that the impact of national policy developments is affecting what then needs to happen at health board level in terms of service change.

The committee agreed that further discussion on this matter may be helpful at Board level.

Member assessment arrangements

Following a request at the last committee meeting, members received an update on the CHC member assessment arrangements within CHCs. The committee noted the significant variance in how this is carried out in each CHC.

The committee heard that a further discussion is planned by SMT to consider how best to introduce a more consistent approach particularly



in terms of timing, as it's important that member assessment discussions are able to inform learning and development plans.

It was agreed that an updated report would be presented to the committee at its September meeting.

For information

Equality update – the committee agreed the equality plan progress report template for 2021-2022.

Socio-Economic Duty – the committee noted that a representative from Welsh Government will be attending a future meeting to talk about the Socio-Economic Duty and the implications for the NHS.

Committee workplan 2021-2022 – the committee agreed that the workplan should be reviewed and amended as needed to reflect changes in our proposed peer review process.

Date of next meeting

It was noted that the next meeting of the Standards & Performance Committee will take place on Wednesday, 15 September 2021.

The full agenda and papers for the Standards and Performance Committee are available to all staff on the shared 'N' drive [here](#). CHC members may request copies from their CHC office.



