



Welsh Ambulance Service News - January 2021 Special Info-Burst

QUALITY STRATEGY

We have written our 'Quality Strategy' to explain what Quality means to us as an Ambulance Service and how we aim to ensure that we achieve quality within our service in the years 2021-2024.

Quality is key to a way of working that ensures we provide the right, safe, timely, person-centred, well-organised health care, and that we continue to learn from people's experiences.

Quality is more than just meeting service standards; Quality is at the heart of everything we do and it's an important factor in making sure that our services meet people's expectations.

The Covid-19 pandemic has shown how responsive we can be in crisis situations. It has shown the overwhelming public support for our services. It has also shown where quality can be improved, so that we can achieve our goals, as we emerge out of the pandemic and into the 'new normal'.

The development of our strategy is supported by new legislative requirements. The Health and Social Care (Quality and Engagement) (Wales) Act 2020, ("the Act"), places further responsibility on health and care organisations in Wales to improve quality and transparency.

The Act provides us with a Duty of Quality, Duty of Candour, and also establishes a Citizen Voice, to enhance engagement with service users and community members.

The Trust must comply with The Act, and aims to do so in the following ways;



Duty of Quality

The Duty of Quality will mean that the Welsh Ambulance Services NHS Trust (the Trust) will have a responsibility to think about:

- How any changes to the Trust will affect people who use its services.
- How improvements and / or changes will improve health services.

The duty of quality means that Trust will be required to develop systems that continuously drive quality improvement. This will mean that changes need to be made to the processes we follow and that people will need to comply with the Duty.

How will we do this?

- Engage with and educate our people on our Duty;
- Develop our quality functions within the structures of the organisation;
- Develop systems of work that are responsive and that will promote improvement;
- Monitor and report on improvements.



Duty of Candour (Openness)

When things go wrong in providing care, we must be honest in informing patients and their families.

The Trust will have an obligation to find out what went wrong and to make sure the same mistake does not happen again. This must be achieved without pointing blame.

How will we do this?

- Engage with and educate our people on our Duty;
- Influence and develop the organisational culture through our leadership, engagements and people & culture strategies;
- Develop systems of work that are responsive and that will promote improvement;
- Monitor and report on improvements.



Citizen Voice

The Act ensures that people in Wales can say if they are happy or unhappy with the health services or social services that they receive.

The Citizen Voice Body will replace the Community Health Councils.

The Citizen Voice Body will be able to:

- ask people what they think about health and social services;
- help you if you need to make a complaint about your care;
- invite volunteers to help with its work.

The Trust will have an obligation to engage with the Citizen Voice Body, and listen to what they say about the provision of services and the experiences of people who use them.

How will we do this?

- Build on the strength of the our Patient Experience & Community Involvement team;
- Develop a formal structure and system to engage with the Citizen Voice Body, patients, and services users across different communities;
- Involve and engage with citizens to participate in service improvement and development activities, through our new iN-Network.

If you would like to join the iN-Network and become a member you can do so by clicking this link: <https://bit.ly/3cdznEE>

You can read more about The Health and Social Care (Quality and Engagement) (Wales) Act by clicking on this link: <https://bit.ly/3qUkgEg>

Contact us:

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Visit the Get Involved page on our website www.ambulance.nhs.uk

Twitter: [@WelshAmbPIH](https://twitter.com/WelshAmbPIH)