

Papur Gwyn – Ymatebion White Paper – Responses

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Services fit for the future

WGWPOL 1

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Certainly, one inspectorate body would be more beneficial, streamlined and offer a service where the measure, governance and public safeguarding be one and the same.

Page 2: Submit your response

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WGWPOL 2

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Hosted bodies eg Shared Services, NHS Collaborative, WHSSC etc need to be moved into single statutory organisation (NHS Wales?) with equivalent status to LHBs

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

National planning co-ordination by new NHS Wales organisation

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

Why can't HIW & CSSIW be amalgamated?

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WGWPOL 3

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

People from non NHS background should be on board

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Affinity sub group should be made

Do you agree with these proposals?

No Response

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Too many bodies at present, do away with ChC, costly and totally ineffective, made up of highly paid staff, that the public don't even know they exist

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Totally agree

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this

Do you support this proposal?

proposal?

Openess and transparency

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Needs more clarification

Do you agree with this proposal?

Yes

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

This is a good start,and hopefully work

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

A wide remit is needed,again chc,should have no activity in these areas

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Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I am concerned regarding point 14 of the proposal. You note that you want to ensure that the concerns of citizens are heard and mention that the CHCs duplicate functions of other bodies. However in my opinion the most important voices that need to be heard are the voices of people who have had bad experiences with the NHS. If I were to have a bad experience with the NHS the only place I would know to turn for answers would be a CHC. I feel it is important that any situation where a patient is not happy with the service, needs to be investigated in order to find answers as to if anything went wrong and if so, what went wrong so that this error can be prevented from happening again the future. If function of the CHCs were to change to not include processing of patients claims who would be there to get answers for any patient who has had their life affected

Do you support this proposal?

by an error made in the NHS. What would happen with the information accumulated by the CHCs as there is the potential this could be lost. Also, what about the experienced staff members that work for the CHCs? Would that experience also be lost? Complaint feedback is the most important information for an organisation to receive in order for them to improve to provide excellent customer care and service. I feel that the feedback obtained by the CHCs over the years will have been instrumental in order for the NHS to provide the patient care expected and required by each and every person that requires medical care. It would take years for the new body to be known well enough for the layperson to have the knowledge to approach this body for the answers they require. How many people would go without answers in the mean time?

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Independent clinical advisor to assess/ audit accurate patient acuity and dependency scores to influence minimum safe staffing levels in acute areas.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

HIW should mimic the investigation process that CQC undertake since having been exposed to both types of inspections, CQC in 2014 and HIW in 2016, CQC is by far more robust and superior than how inspections!

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

HIW should mimic the investigation process that CQC undertake since having been exposed to both types of inspections, CQC in 2014 and HIW in 2016, CQC is by far more robust and superior than how inspections!

Would you support such an idea?

Yes

Page 2: Submit your response

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WGWPOL 7

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name S. Mitchell

Organisation (if applicable) -

WGWPOL 8

Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Major communication issues

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Demographic differences between areas

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Communication

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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WGWPOL 9

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I think that the CHC Complaints Advocacy Service is a true gift to the citizens of Wales and believe that this service should somehow be incorporated into this new arrangement.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

There is one stand-out practical difficulty here which is culture. If a new organisation was to be created, using some of the existing resources from the CHCs, the Welsh Government would need to bear in mind the incredibly poor culture within the current arrangement. To me, it is the organisation's culture which has brought about its inability to work uniformly, or to work jointly with other bodies

Do you support this proposal?

such as HIW. I am not against utilising staff resources to support a new organisation, but it is extremely important to remember that there is a steep history behind the problems with the CHCs which could prove impossible to leave behind.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Don't know how they are going to do this as they have closed community hospitals, elderly patients sent miles away, friends and family without transport unable to visit..

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Budgets need to be joined

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Funding....chc s were ineffective...

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Build-in innovation. People in post are worried about losing their job so they are not inclined to think outside the box and, when urgent change is needed, they are more likely to sit back and see what happens rather than take a risk. So embed a safe way for people to be more pro-active and innovative. Otherwise, the boards will always be fighting the last crises and focus on due-diligence rather than impact.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

A cooperation framework should be proposed or partnership work will amount to people fighting their corner in dubious meetings.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Provide a clear geographical map identifying core health provision centres (Physical, mental, dental...)

Do you support this proposal?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Come up with an innovative fine system which will not be to the detriment of service users.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

We know what has to be done. Let's not re-invent the wheel. Let's be innovative on how to deliver in financially hard times. Let's focus on the how. Let's make the existing better, not create in the hope that the new will be any more effective than the old.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Such a body should be geared at challenging to improve, not measuring to confirm.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name D Esteve
Organisation (if applicable) SIS Cymru

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Nid oes digon o siaradwyr Cymraeg ar Fyrddau Iechyd. Dylai'r llywodraeth fynnu fod y canran o aelodau'r bwrdd sydd yn gallu siarad Cymraeg (lefel ALTE 4 neu 5) yn adlewyrchu'r canran o siaradwyr Cymraeg o fewn poblogaeth yr ardal a gynrychiolir. Felly, dylai 45% o aelodau Bwrdd Iechyd Hywel Dda, er enghraifft, allu siarad Cymraeg yn rhugl (ALTE 4 neu 5). Nid yw siaradwyr Cymraeg yn cael eu cynrychioli'n ddigonol gan y byrddau iechyd ac mae materion diwylliannol Cymreig yn cael eu methu o'r herwydd. Dylai cyfarfodyd y bwrdd yn Betsi Cadwaladr a Hywel Dda fod yn ffurfiol ddwyieithog hefyd.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Dylid sicrhau fod pob gwasanaeth gan yr Ysgrifennydd ar gael yn y Gymraeg a'r Saesneg.

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Dylai'r safonau hyn wneud y cynnig rhagweithiol (Mwy Na Geiriau) yn ddisgwyliad statudol.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Tra fy mod yn deall yr angen am drawsnewid a thrawsffurfio'r Cyngorau lechyd Cymunedol, nid wyf yn credu y gall sefydliad cenedlaethol adlewyrchu anghenion diwylliannol lleol yr ardaloedd Cymraeg.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Gweler fy awgrym uchod.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

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Dylai cyfarfodyd y bwrdd yn Betsi Cadwaladr a Hywel Dda fod yn ffurfiol ddwyieithog hefyd.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Nid oes digon o siaradwyr Cymraeg ar Fyrddau lechyd. Dylai'r llywodraeth fynnu fod y canran o aelodau'r bwrdd sydd yn gallu siarad Cymraeg (lefel ALTE 4 neu 5) yn adlewyrchu'r canran o siaradwyr Cymraeg o fewn poblogaeth yr ardal a

Would you support such an idea?

gynrychiolir. Felly, dylai 45% o aelodau Bwrdd Iechyd Hywel Dda, er enghraifft, allu siarad Cymraeg yn rhugl (ALTE 4 neu 5). Nid yw siaradwyr Cymraeg yn cael eu cynrychioli'n ddigonol gan y byrddau iechyd ac mae materion diwylliannol Cymreig yn cael eu methu o'r herwydd. Dylai cyfarfodyd y bwrdd yn Betsi Cadwaladr a Hywel Dda fod yn ffurfiol ddwyieithog hefyd.

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

The local CHC is the ideal body to investigate complaints

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

CHCs are made up of unpaid volunteers 12 per county who put in a good 3 days a month. A third are voluntary sector members many of whom work with groups of vulnerable people who use the NHS. They are in contact with NHS users regularly.

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

CHCs do an excellent job inspecting hospitals and other premises which deliver NHS services. To replace them could be very expensive.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name Neil Taylor

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

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Do you agree with this proposal?

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No Response

Would you support such an idea?

Yes

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Do you agree with these proposals?

Yes

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Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

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Do you support this proposal?

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No Response

Would you support such an idea?

Yes

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Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

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No Response

Would you support such an idea?

Yes

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Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Ensure that organisations or groups can carry the citizen's voice into the heart of Health Board decision making, either through their own nominated representatives or through joint discussion with the Board - or its members - and citizen organisations over proposed service changes that will affect specific groups/conditions

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Make the publication of complaints and concerns, once resolved, more available to the public

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Move towards greater integration of health and social care - joint funding, same staff etc

Do you support this proposal?

Yes

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

One stop shop approach to make raising complaints easier for citizens

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The CHCs provide a useful neutral service - it would be better to assist and promote increased membership at local level

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

All service changes should require sign off by appropriate citizen's organisations before being introduced - this should range from access to primary care to location of major health/social care establishments. A process for genuine dialogue led consultation ending in citizen agreement should be developed Train and support local individuals or groups to allow full participation in this process

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

However Ministers should not have the authority to appoint additional Board members without full scrutiny of their previous record in public service. Look at decisions they have made and their consequences.

Do you agree with these proposals?

No

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

It is a lovely idea however this needs to work properly from the outset, not be planned for a couple of years whilst scrapping whatever is already in place with immediate effect (like most things decided Nationally!). What will work for central Cardiff and Wrexham would not work for rural areas and along the West coast in both north and south Wales. One size does not fit all. Blinkered working of NHS bodies and Local Authorities both separately and together - all in towns and cities - do not take into account the distances involved of service users who live in more remote locations. You cannot look at Wales and assume it works the same as Manchester or somewhere with similar population numbers.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Whenever 'consolidation of existing duties' happens, this invariably means removing what is already there and mainly working and replacing it with something that is cheaper and ticks a box. Existing duties may be carried out by more than one organisation however are they being carried out to the same extent or would things be just removed rather than improved on?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Location is key. The same service must not only be 'available' but also 'deliverable' to remote areas. Just because something is available doesn't mean it is delivered.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Again this should add to rather than take away from what is already in place.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The CHC's across Wales currently have autonomy to decide how they operate at a local level, their functions are robust and wide reaching with hundreds of inspections every year providing improvement in NHS services across Wales. Can you guarantee the replacement will have this as an absolute minimum? If not, why replace something that isn't broken, why not just add Social Care into their existing structure? Everything is already in place. HIW and CSSIW do nowhere near that number of inspections - and tend to inspect the areas they are 'paid' to inspect rather than ALL NHS areas thoroughly. Please compare where services SEEM to overlap before removing them. They only overlap a tiny amount. You can't replace hundreds of inspections with less than 100 in a year. The size of the NHS in Wales means the scope of inspection needs to be writ large, anything less would be not sensible, not reasonable and not fair.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Clinical advice is all very well, however again distances and locations need to be taken into account. Closing a service which is already 45 miles (1 hour and 20 minutes) away and replacing it with the next nearest option and saying why are people upset, it is only 35 miles away (40 minutes)? People have to add the two together to get there - 160 miles and 4 hours round trip is a nightmare!

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Throwing money at a problem does not make it go away. Putting a framework of joint working together rather than 'helping foster' it would work better. Make it an imperative rather than something that would be 'quite nice'.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

If it is done properly (unlikely) and services are not thrown away until new processes are firmly put in place this could work well. If it progresses like other major changes have in the past, it will be a dog's breakfast and will not work for anyone for at least a couple of years, then probably not as well as what it replaced. PLEASE TAKE CARE OF THE WELSH POPULATION, THIS IS NOT A MONEY SAVING EXERCISE, THIS IS OUR FUTURE YOU ARE PLAYING WITH!!!

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Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Leave the CHC in place. It works well so why change it??

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The patients voice is critical and can only be delivered by an independent body such as the CHC

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

As above

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

As above

Would you support such an idea?

No

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

No

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Name A Griffin

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

The independence of community health councils is vital so this role must not be subsumed by yet another quango

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

See above

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Doesn't or shouldn't this already happen? There is nothing need for yet another taxpayer funded layer of bureaucracy

Do you support this proposal?

No

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

The independence of CHCs must not be compromised there is a danger in merging this role

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Absolutely do not support this proposal

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

There is no need to change this system

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What is definition of independence ? It can't be independent if it's funded by the Welsh assembly can it !

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

See above v

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Ensuring the patients voice is heard with the extra people they may bring into positions. Offer the opportunities outside of the hospital to ensure people can have their voices heard.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this

Do you agree with this proposal?

proposal?

Ensuring that the public/citizens are actually made aware of this by including third sector organisations and support groups more fully in decisions made. Advertising it within hospitals whether inpatient or outpatient facilities.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

citizen involvement on all Boards

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

none

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

How can they be truly independent?

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Ensure better provision in rural areas, better working together of all providers

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

the process must be easy to access and use, timescales also need to be considered as it is not always possible to submit complaints when people are still in a difficult or emotional situation

Do you support this proposal?

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Have always considered the CHC to be a useful body rather than re invent the wheel could existing be improved?

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Cost??? is money better spent on care

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

streamlining services reducing duplication and improving joint working is essential, but in reality is difficult to achieve

Would you support such an idea?

Yes

Page 2: Submit your response

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Name

C Warlow

Organisation (if applicable) Builth Wells Community Support

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

CHC's are an established part of the health system in Wales (they no longer exist in England). Reworking their operations seems unnecessary and would require extra legislation. Working with a new inspectorate would tend to interfere with their autonomy.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this

Do you agree with this proposal?

proposal?

Issues about finances are preeminent in clinical decisions e.g. NICE, whereas organisational questions may be affected by cultural questions e.g. border and cross-border complications.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Stronger Integration within Wales suffers interference with influences from England e.g. influx of retirees to live in Wales and the Welsh topography. The use of IT in Wales should have priority e.g. diagnosis, and the urgent issue of the Welsh Air Ambulance to deal with our more remote areas. Can a new body cope with these serious issues?

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

As stated above economic issues have a predominance!

Page 2: Submit your response

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Name John Bryn Jones

Organisation (if applicable) Unite Retired Members Bangor

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

It's no good creating a new quango just make the one you have got deal with your new proposals. Too much money is wasted in re-inventing.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Executive power needs to be curtailed. Betsi ran into trouble as a direct result of poor independent scrutiny and executives operating in a cabal behind closed doors to generate proposals that failed to align with professionals or the public.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The Board secretary should have a clinical background and be registered with one of the health care professional organisations (GMC, RCN, GDC etc) to ensure an ethical, professional and knowledgeable basis for their decisions. They should be entirely independent of the Board and answerable to the Minister. The Board Secretary must not be reliant on the Executive for their continued employment.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Fine words, but in a finance capped system, ultimately finance will always trump quality. Care needs to be taken to be open and honest that quality, whilst important, will always take second place to affordability. Some of public are not stupid, and will not be fooled by fine words which are not carried thru in actions.

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this

Do you support this proposal?

proposal?

There are already a plethora of "standards" many of which are ignored due to cost pressures. Creating yet more standards will do nothing to improve matters. It will simply create yet another layer of management to "monitor" said standards. This will actually add further cost for no gain. What is needed is less regulation, not more. Professionals work to already very high standards required by their own regulatory bodies. For example, a clinician may now be regulated by over half a dozen organisations including their employer, operating differing standards, some of which are even mutually exclusive. It is not a sustainable situation, and contributes very greatly to the haemorrhage of clinicians from the service. Creating a further layer of "standards" will only make matters worse. It is clearly superficially attractive to those responsible for running the service, but will not work to improve care. The direction of travel needs to be to reduce regulation/standards and increase trust in professionals to do their job.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The lesson learning part is especially important. I have worked in the system for nearly 30 years, and remain astonished at how infrequently I hear about incidents that I could have learnt from. Usually such information arrives either thru the media or by word of mouth from colleagues. There is no proper system for the wide dissemination of lessons from "minor" incidents, which whilst perhaps not vital for the service, cause individual patients enormous distress.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

A national body is not the way forward. Remove the inspection role from CHCs as duplication of effort, but retain the local element of patient advocacy and increase the CHC role in challenging the actions/decisions of LHBs. Yet another Cardiff based quango will not serve the North of Wales well.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Independent, must be exactly that though. Also, the Board must not be the decision-maker as to whether a matter is substantial or not. For example, Betsi

Do you agree with this proposal?

misused that power in determining that maternity changes were not substantial, a decision that was eventually overturned BUT which required Judicial review. That cannot happen again. Years later, the local public still do not trust their healthcare organisation to do the right thing. Boards cannot make the "substantial" decision alone, as they have too big a vested interest in avoiding consultation, which inevitably delays changes they wish to make. The decision as to whether a matter is substantial should rest outside the Board with eg. the CHC. The public should decide if it is substantial or not, for co-production and co-operation to mean anything.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The goal has to be to minimise regulation, and if a new single body were to genuinely replace 4 or 5 existing ones, then all to the good. The aim should be to free professionals from many hours of unproductive, non-clinical work, dealing with the requirements of an increasingly vigorous, and increasingly dysfunctional regulatory system. For example, a GP practice is required to have hot tap water at a temperature <43C for scald protection, and >50C for Legionella protection. Not quite sure how to achieve that particular trick? That is but a small example of the burdensome (well-meaning) but ultimately futile excess regulation that is killing the service and the professionals that work in it.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Reduce regulation in all its forms. There is plenty of evidence in the literature that regulation does not work to improve standards, and indeed reduces them, as more and more resource is spent on the regulation itself, rather than the care provided. Be bold, innovative and follow the evidence, not the superficial attraction of producing more regulation, when prior regulation has failed.

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

I am a senior nurse with the Welsh ambulance service and Nhsdirect and have found the advocacy excellent in packing a punch in their handling of complaints across north wales they have an excellent reputation and contacts that have been built up over the years they are easily accessible I would suggest that you look at this on a regional basis as the north particularly Gwynedd and Anglesey already feel isolated the logistics here are completely different to the south.i could give many examples across the trusts here where the Chc advocacy service has had an influence on what we do and the complaints process works well if you compare what the other similar organisations do then theCHC is value for money.

Do you support this proposal?

No

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

From a users perspective everything is focused and centralised once again in South Wales why change what works well all it needs is a strategy to improve and streamline a service that is and can produce good results locally.how can a citizen in north wales have a voice when it won't reach the south I believe CHC has done over 2000 complaints how much have HIW done or care and social inspectorate.

Do you agree with this proposal?

Yes

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Name T Jones

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The relationship between the Chair and Board Secretary is crucial and any changes which protect the Board Secretary in challenging the Chief Executive should take into account that relationship.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Consideration should be given to how best "Post Code Lottery" can be avoided in the provision of services. All NHS bodies must also work collaboratively with Local Authority social services teams more effectively with the service user at the heart of service provision throughout the period services are required.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The statutory duty should clearly identify sanctions which will be taken if statutory duties are not complied with. There must be absolute clarity that the interests of the patient/service user should not be compromised by what service providers consider is not in the public interest . Any such concerns should be relayed to Welsh Government or an "Ethical" body established for that purpose.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this

Do you support this proposal?

proposal?

The standards should not discriminate in respect of any section of society eg. race, gender, age, learning disability, mental health, physical health . Dignity and respect should be core values within the standards.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

A body set up on the same principles as the Advocacy Service of Community Health Councils should be established to ensure that complainants have support and guidance available to them.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Operating at local level could compromise standards and raise "Post Code Lottery" issues . I fully support go-design and innovation but outcomes need to be measured and provide evidence of improved services. The sharing of Good Practice/ Best Practice is still not as evident as it should be .

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Continuous engagement is essential - as is the commitment of clinicians and service leads to strategic and operational change. Citizens need assurance that those accountable for service delivery in health and social care are committed to change - and that the proposed changes are in the interests of service users and ideally of the staff delivering the change.

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The increasingly "blurred" lines between health and social care and the increasing delivery of care provided at the patient/service user home requires a fresh

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

approach to Inspection and Regulation. The drivers must however be quality standards which form the basis for what needs to be regulated and inspected.

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

I believe that there is a case for HIW and CSSIW working collaboratively to establish an effective and seamless system of Inspection and Regulation with significant input from a Citizens Panel.

Page 2: Submit your response

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Name G Bell

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

You need to appoint a person who can oversee how A and E are under achieving their waiting times .

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Name D Cooper

Organisation (if applicable) -

If you want to receive a receipt of your response, please provide an email address.
Email address

No Response

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

This should be supported by a strong system of performance management of the Chair and Vice Chair, with them able to demonstrate that they in turn are performance managing their Board Members - Executive and Non-Executive. This information should publicly available.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Given the independent nature, who manages the Board Secretary?

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

This will only work if the Welsh Government also has a firm strategic planning role which needs to continuous and outside party political influence. The need for professional advice (of all kinds) is paramount in the planning process.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

In principle this is right but the influence of legal processes might counteract the wish to be candid. This means that the whole complaints and redress system needs to be in sympathy with the needs for candour and the blame culture removed.

Do you support this proposal?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This needs vast improvement in information systems - not only for Health/Social Care interactions but for the Private and Third Sector involvement as well.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

See remarks above about complaints.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Many, not the least being that the citizen voice needs to be knowledgeable about the issues in question. It should not represent individual agendas and should have access to independent professional advice (when necessary). The independent nature of the citizen voice will need careful thought on how that will be obtained. Experience shows that relying on the local democratic process will not be sufficient.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

See above.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Whilst agreeing with the basic proposal, I feel that the very different cultures of Health and Social Care would make a single body difficult to run effectively, at least in the medium term. That does not preclude the two bodies working together under a joint leadership arrangement.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The independence issue is paramount.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

With the above proviso the idea merits further development but this should be by evolution not revolution.

Page 2: Submit your response

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Name Dr DG Salter OBE

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

My concerns would be funding of independent bodies as the social care sector is already under immense pressure.

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

However far more detail is needed on the role of the Board Secretary and how it will be transparently independent from the public perspective.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

However, this needs robust planning to ensure that workable systems are developed. Once implemented, there needs to be regular evaluation to check that quality is actually improving from a service user perspective not just appearing to improve from a range of inappropriate metrics which do not truly reflect the experience of individuals.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Any standards developed need to be developed in conjunction with service users/clients/patients.

Do you support this proposal?

Yes

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

There needs to be evidence of lessons being learned from both organisations. Current complaint systems are different and trying to amalgamate two separate systems is likely to be problematic. On this basis there needs to be a new, common complaints process that has developed from the 2 existing complaints procedures. Along with this there needs to be sufficient, accessible support services from well trained independent advocates or support workers trained to a professional level, who will be able to provide support/advice/guidance to people needing to pursue these complaints.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Creation of a new body is not necessarily the answer. Investment in existing CHCs and re-modelling would allow (where appropriate) existing expertise, organisational memory and community connections to be built upon. Existing CHC functions could be undertaken better with the current CHC being provided with additional staffing and greater central support. Whilst change is needed, it seems that a proposal to dispose of a 40 year old statutory body without having a discernible alternative model already planned, has significant risks. Replacing something old with something new doesn't inspire confidence in the public. Usually something new is either cheaper, more limited, weaker and requires launching costs and then time to settle down. Alternatively, re-purposing an existing, outdated CHC model by appropriate investment and support will likely achieve a much better outcome. For example, the CHC membership model, developed in the 1970s, no longer fits well with a high tech 24/7 society. Modern ICT promotes and enables virtual participation by members of the public in significant decisions/opinion gathering and this needs to be something to be significantly developed. Whilst ICT methods are increasingly relevant participation mechanisms for younger people, care must be taken not to overlook the needs of older citizens who risk being alienated and isolated by ICT approaches alone.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Much more detail is needed on this 'independent mechanism', particularly how the independence will be maintained and evidenced in Wales where there is, at a practical level, a relatively small pool of experts.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

As above, creating something new is not necessarily the way forward. The current arrangement of HIW, CSSIW and CHCs all looking at health/care from different stances should not be readily dismissed as there are a number of strong foundations that can be built upon and the weaknesses are already known. The three bodies must however find a way of working together far better so that there is no duplication or omission of important areas of health care. What needs to happen first is an independent analysis or review of what all these three organisations do, a measure of how well they do this, a target or performance indicators about what should be achieved and then an aspirational plan to move from the current to the future.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

As above, creating something new is not necessarily the way forward. The current arrangement of HIW, CSSIW and CHCs all looking at health/care from different stances should not be readily dismissed as there are a number of strong foundations that can be built upon and the weaknesses are already known. The three bodies must however find a way of working together far better so that there is no duplication or omission of important areas of health care. What needs to happen first is an independent analysis or review of what all these three organisations do, a measure of how well they do this, a target or performance indicators about what should be achieved and then an aspirational plan to move from the current to the future.

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Communicating these standards to ALL people across Wales effectively. Working in the third sector, I often meet people who are unaware of what support and care they can receive. These standards must be accessible to all.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Partnership working is always difficult and it is key that standards and expectations are set up and explained to the new body clearly and those who will work with it. By replacing current CHCs you may also lose knowledge and expertise through staff - key to make sure this doesn't happen, but practically this will be difficult. Helping citizens across the country to understand the purpose of the body could

Do you support this proposal?

also present challenges.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

where a comparable service is not available in Wales the barriers that currently exist in gaining a referral to England should be removed. These barriers are preventing Welsh people from accessing the best quality of care in some instances and this is unacceptable. Equally, if care that is available in Wales is a prohibitive distance (e.g. A citizen living in N Wales can only gain the best quality of care in S Wales) a referral over the border should not be prevented due to the Welsh policy of aiming to provide services within Wales. This again is preventing vulnerable people from easily accessing the quality care that they are entitled to.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Name J Evans

Organisation (if applicable) -

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No Response

Respondent Details

Information	
Respondent Number: 39	Respondent ID: 62926484
Date Started: 23/08/2017 14:23:36	Date Ended: 23/08/2017 14:53:19
Time Taken: 29 mins, 43 secs	Translation: English
IP Address: 109.156.40.118	Country: United Kingdom

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Do you agree with these proposals?
<i>No Response</i>

Do you agree with these proposals?
<i>No Response</i>

Do you agree with these proposals?
<i>No Response</i>

Do you support this proposal?
<i>No Response</i>

Do you support this proposal?
<i>No Response</i>

Do you support this proposal?
Yes

Do you support this proposal?
No

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

A new national arrangement would require a board or overseeing committee that would be expensive to run. The members of that board or committee would be distanced from local communities and might relate poorly to local needs. One of the strengths of CHCs is their local inspection function and they undertake large numbers of inspections. Clearly duplication of inspections is undesirable but only if such inspections are undertaken frequently and I suspect that this is not the case. Having worked for 40 years in the health service my impression is that most services are under-inspected. The proposed autonomy of the new body to decide how it will operate at local level could result in poor local functionality. If no expectation is placed on the new body in this regard how can it be assessed to be meeting local needs effectively? Also, if the new body decides to set up regional sub-committees there could be great regional variation in the local functions provided. The proposed autonomy is not a good idea. CHCs work well and undertake a great deal of useful work. They should be left in place and, if necessary, their equivalent should be set up by Local Authorities. Any complaints spanning health and local authority services could then be considered jointly by the equivalent bodies from both sectors.

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

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Name M Poole

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Organisation (if applicable)

Retired Head Biomedical Scientist/Laboratory Manager,
Ysbyty Gwynedd, Bangor

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Currently there is no consultation or discussion re the provision of primary care GP services as part of the process of planning approval for new housing developments. It is assumed that existing GP practices will absorb the incoming increase in the local population. This has to be addressed so that health boards and local practices are consulted in future to ensure that provision of healthcare is addressed and that the quality of services is not diminished.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This will not work unless there are arrangements on the ground for joint working. Currently there is little day to day collaboration between primary care and social services, other than on a patient-specific basis, and relationships will need to be established between health and social services if this proposal is to work.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

A complaints advocacy service for patients should be retained as part of these proposals. Note that paragraph 79 on page 27 of the paper contains an error as GPs are not required to have Patient Participation Groups in Wales - this applies only in England.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Cannot see a need for a separate body in addition to HIW and CSSIW - it is not clear what this body would achieve.

Would you support such an idea?

Yes

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name S Moore

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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No Response

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Questions on Board membership

The idea that there should be a majority of independent members over executive officers on the Board to provide independence and challenge is an attractive one. However, there is compelling research evidence (including our own work with data from Executive Nurses from within Wales and England (Jones et al., 2016; Kelly et al., 2016) and recent others (Mannion et al., 2016) and widespread acceptance that organisational culture and stance towards quality and governance is largely set by powerful executive members – especially the Chief Executive, Chair and Chief Operating Office. Having a majority of independent members does not in any way guarantee independence of and challenge to decision making. For example, if the prevailing culture (which is often set by the triumvirate outlined above) within an organisation and/or its executive board is geared towards “Groupthink” (where misplaced loyalty requires each member to avoid challenging or raising controversial issues), then no number of independent members is likely to make a difference. More effective is the promotion, via legislation, service improvement and research and development, of an open and transparent organisational culture, where the giving and accepting of criticism/concerns is encouraged by leaders and groups at all levels of the organisation (as indicated in Core Key Principle 1 in the consultation document p.13). This takes time and effort (legislation is important, but only if backed-up with effective leadership and change within organisations). The much lauded Virginia Mason Health System has created an enviable quality, safety and governance culture which, nonetheless, took several attempts (and initial failure) over at least 12 years to get right (see Jones, 2015). Legislation covering public services (including health and social care) in Norway has also resulted in more open cultures of safety and quality, which have taken twenty years to be embedded alongside education and training in open leadership especially with senior leaders. The results from Norway appear (and largely are) impressive, but culture change remains slow in certain areas. To summarise, appointing a majority of “public members” to provide independence and challenge within a Board may make little, or no difference, where organisational culture is resolutely closed to learning and improvement.

Appointing/recruiting external experts to critique and challenge boards and group decisions may offer a more productive means of boards being held more to account for decisions (or lack of). Such external experts and scrutiny evades the perils of and challenges Groupthink and other aspects of closed organisational cultures. The suggestion within the consultation to appoint additional Board members on time limited appointments, therefore, has some merit. This makes sense at times of poor performance but, it could also be argued, that this type of

Do you agree with these proposals?

retrospective action in response to poor performance is already too late as avoidable harm to patients and workers will have occurred (for example, a key principle of high reliability organisations and safety and quality leaders is foresight, not hindsight). Therefore, consideration should be given to how Boards can be subjected to such external expertise/scrutiny without the need to first detect poor performance, that may have been unchecked for a considerable time with associated avoidable harms to patients and employees. Adopting a position, which is commonly accepted within High Reliability Organisations, that high quality health and social care is a moving target that is seldom hit means that Board learning from expert input should be a constant principle and not something is restricted to times of poor performance. Such ongoing critical scrutiny can result in “positive deviance” being identified, where good practices are surfaced and disseminated to other Boards, in addition to issues such as “Groupthink” and other poor Board practices being identified and addressed.

Limiting the vision in the Core Key Principles (p.13) to “clear leadership in quality improvement” is a limited ambition – it should include reference to clear leadership in quality and governance, not just quality improvement which is only one function of a Board. Some flexibility to allow some local variation in board composition should be provided. However, as a minimum core membership should include representation of the professions (medicine, nursing, allied health professionals) in addition to important areas of operations (finance, patient safety, workforce development).

Jones, A., 2015. The Role of Employee Whistleblowing and Raising Concerns in an Organizational Learning Culture – Elusive and Laudable?; Comment on “Cultures of Silence and Cultures of Voice: The Role of Whistleblowing in Healthcare Organisations.” International Journal of Health Policy & Management http://www.ijhpm.com/article_3110_0.html

Jones, A., Lankshear, A., Kelly, D., 2016. Giving voice to quality and safety matters at board level: A qualitative study of the experiences of executive nurses working in England and Wales. International Journal of Nursing Studies 59, 169–176. doi:10.1016/j.ijnurstu.2016.04.007 <http://www.sciencedirect.com/science/article/pii/S002074891630027X>

Kelly, D., Lankshear, A., Jones, A., 2016. Stress and resilience in a post-Francis world – a qualitative study of executive nurse directors. Journal of Advanced Nursing doi:10.1111/jan.13086

Mannion, R., Freeman, T., Millar, R., Davies, H., 2016. Effective board governance of safe care: a (theoretically underpinned) cross-sectioned examination of the breadth and depth of relationships through national quantitative surveys and in-depth qualitative case studies. Health Services Delivery Research 4, 183. doi:10.3310/hsdr04040

Do you agree with these proposals?

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No Response

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Questions on Duty of candour

The term 'duty of candour', which appeared in Kennedy (2001) through Kerr/Haslam (2005), the Manzoor Report, CMO (2003) to Francis (2013), Dalton and Williams (2014) and DH (2014) appears to be rather widely and vaguely defined and it remains to be seen in England, where a duty of candour has been established, what sanctions may be applied to those who fail to display their statutory duty in future. Therefore, any attempt by Welsh Government to consolidate existing duties will require considerable work, with little evidence to suggest that such a duty protects the interests of the public (discussed later). Even though the ethical case for candour and disclosure is clear, disclosure is not easy. Proponents of candour cannot ignore the medicolegal context, which has the effect of discouraging openness. For example, research in the USA and Australia suggests that the fear of medicolegal consequences is the main barrier to the practice of open disclosure, despite the presence of 'apology laws' in Australia. The operation of the duty in the UK context of practice to date has been questioned. A recent report by the Action Against Medical Accidents (AvMA) reviewing CQC inspections of 90 trusts highlighted major concerns as to trusts which were failing to address the duty of candour or who were superficial in the manner in which they had did so and that there was evidence of inconsistent implementation across England (AvMA 2016 page 15) and lack of adherence to the duty.

Many medics also lack necessary interpersonal skills for effective disclosure. Part of the response to issues about the lack of openness and transparency must be better training of all health professionals, which would (hopefully) lead to a stronger culture of openness around patient safety. Regulatory codes of conduct already require candour from healthcare professionals such as registered nurses and doctors, however other health professionals and NHS managers can play an important part in determining care conditions but are not necessarily the subject of registration or ethical codes. Therefore, for faults at the organisational or system level, any duty of candour should extend to the organisation or systems leaders including the Cabinet Secretary with the remit for Health and Social Care.

Ethical and policy guidance has largely failed to encourage greater disclosure (see

Do you support this proposal?

Quick, 2014) and it is doubtful that imposing further or more severe legal requirements will make any difference to culture. Our own research on raising concerns and open workplace cultures undertaken in health and social care settings in Wales (Jones and Kelly, 2014) found that contractual, regulatory or statutory codes of conduct and obligations were ineffective when confronted with workplace cultures that were closed rather than open, and where staff raising concerns about poor practices were routinely alienated and variously admonished. The subtlety of the evidence about health and social care cultures are not matched by the same degree of nuance in the consultation document. By rightly finding fault with (some) workplace cultures in Wales and providing recommendations for change, the document makes several broad brush assumptions that require examination. Firstly, the consultation presupposes that we can identify and assess common aspects of culture as well as identify which aspects are supportive of or inimical to high quality care (e.g. by reference to a “culture of quality improvement in NHS Wales”, “a culture of openness in our health and care system” and on Boards. Secondly, the document assumes that these aspects of culture can be purposely changed, that any changes will lead to improvements and that the costs and dysfunctions from such prescriptive changes will be outweighed by the benefits. Finally, this presumes that common cultures are possible and desirable even in systems as large and distributed as the NHS. However, much research shows more complex and nuanced relations between cultures, practices and outcomes than implied in the consultation document.

Action Against Medical Accidents, 2016. Care Quality Commission told it “must improve” on duty of candour; 5th August 2016.
<https://www.avma.org.uk/news/care-quality-commission-told-it-must-improve-on-duty-of-candour/>

Chief Medical Officer, 2003. Making Amends: A consultation paper setting out proposals for reforming the approach to clinical negligence in the NHS.

Dalton Sir D, Williams N., 2014 Building a Culture of Candour – A review of the threshold for the duty of candour and of the incentives for care organisations to be candid. London: Royal College of Surgeons.

Jones, A., 2015. The Role of Employee Whistleblowing and Raising Concerns in an Organizational Learning Culture – Elusive and Laudable?; Comment on “Cultures of Silence and Cultures of Voice: The Role of Whistleblowing in Healthcare Organisations.” International Journal of Health Policy & Management http://www.ijhpm.com/article_3110_0.html

Jones, A., Kelly, D., 2014. Whistle-blowing and workplace culture in older peoples’ care: qualitative insights from the healthcare and social care workforce. *Sociology of Health & Illness* 36, 986–1002. doi:10.1111/1467-9566.12137

Quick, O., 2014. Regulating and legislating safety: the case for candour. *BMJ Quality & Safety* 23, 614–618. doi:10.1136/bmjqs-2013-002643

Do you support this proposal?

No Response

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Many of the problems identified in relation to public concerns about a person's care are also experienced by staff members who raise concerns about care in the NHS and elsewhere. It could even be argued that the statutory health and social care processes to investigate complaints made by the public are substantially stronger than those available to staff who raise concerns. For example, there is no clear stipulation regarding how long staff should have to wait for a concern to be resolved, where in comparison the public have clear expectations (and rightly so) laid out within the process of raising concerns/complaints. The NHS in Wales is lagging behind in terms of developments in England and Scotland relating to responding to staff concerns. Any moves to further and rightly strengthen approaches to improve investigating and respond to the public's concerns should be matched by similar efforts to promote and ease the equally onerous and disjointed process of raising concerns and complaint faced by staff.

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name Dr A Jones

Organisation (if applicable) School of Healthcare Sciences, Cardiff University

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

This proposal is unclear, especially in its target aims and expected impacts. The absolute priority for health service in Wales should be to deliver quality services. I believe that any push toward co-ordination between boards will act as a diversion, planning should be undertaken on a Wales-wide platform with the health boards using such a national planning resource to inform and guide their service provision.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Would welcome this very much, it would be good to see open and honest conversation between Welsh Government, the Welsh health care system and society as a whole. An open discussion of our (service users) rights as well as our responsibilities, it's a partnership approach. The System is a finite resource and cannot operate under the illusion that it can provide everything for everyone for ever - it is an amazing system that we all depend upon throughout our lives. We, as service users, should expect to access health and social services in a responsible way to ensure they can continue to be provided to all in need and in a timely way.

Do you support this proposal?

Yes

Do you support this proposal?

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

I fear that organisations working together will remain an aspiration and not be achieved in reality. Individuals may be reluctant to complain about health care, especially when they are receiving such care. An independent body to act as a patient, or service user, advocate prohibits 'passing the buck' approach. Also, let's not just concentrate on complaints, it should be much easier for people to tell organisations in Health and Social Care about how things have worked well, feedback real examples of how care made a positive difference. Currently it appears possible only to give 'pat on the back' positive feedback, and we can never be sure the feedback is used as a basis for best practice sharing - a proper framework for capturing such best practice could encourage individuals to provide constructive positive feedback. Example - I personally received excellent care from my GP and local hospital, when I contacted the GP practice I was told that it was 'very nice to hear you're better' but they had no mechanism to receive positive observations on their co-ordination of care or of the service they provided in such a joined up way. Do we not learn as much from our success as we do from our failures?

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The statutory CHCs would benefit from a much heightened profile, such as requirement for the 7 Health Boards to include information on the relevant CHC and a link to the CHC website. I agree that all organisations need to constantly evolve, especially when society's expectations of health and social care organisations is constantly changing. Consider developing CHCs and also broadening their membership to better represent the society they represent before replacing with a completely new body. Practical difficulties may include: lack of robust framework or terms of reference if such bodies have complete autonomy, resources available, strength of voice of new body.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Further clarity is needed on this issue but I strongly support strengthened clinical input into substantial service change decisions. .

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

I give this a qualified 'Yes' - again, closer integration between HIW and CSSIW may remain an aspiration rather than reality. A new Body would only be an improvement if Terms of Reference were robust from outset and the Body's aims and objectives were clear and uniquely focused on facilitating constant improvement - a learn together development approach rather than an apportioning blame approach. Also, any such body must reflect the society it seeks to represent, which will include a wider demographic than at present. A question from me - how are fully employed people in private sector attracted to support such a body, on a voluntary basis or at Board level, if all meetings are during working hours?

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I am an adult with Autism, there is no community support for me here in Wales. I have disability related issues that I cannot cope with on my own. Without effective support this leads to mental health illness, which then puts a strain on the NHS and the community as I struggle to live independently. And then I get the blame for it? Here's a typical example, the Occupational Therapy department refuse to deal with me because they claim they're unqualified. This means that I don't have access to adaptations in my home.

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you agree with this proposal?

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Board should remain independent of Government.

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The best way to safeguard candour would be to strengthen the independence of existing Boards and CHCs.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This would be strengthened by retaining independent CHCs

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

CHCs should be extended to cover social care.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

There are many practical problems with this approach not least the dangers inherent in replacing an existing system with a proven commitment to local accountability to a nebulous and unaccountable arrangement.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

There is a fundamental confusion in the proposals between integrating the services being provided by Government and the independent inspection of those services. The danger is that if the CHCs go the independence of inspections will go with them. The whole issue of independent inspection of health services has to be treated separately.

Page 2: Submit your response

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Name P Fenner

Organisation (if applicable) -

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Responses to consultations may be made public. To keep your response anonymous (including email addresses) tick the box.

No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Independant members of the public should have representation on all panels and tribunals

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

No difficulty as such but there should be representation from the public and the third sector on all panels and and inspection bodies

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

This Chapter sets out proposals for future strengthening the voice of the citizen in health & social care. CHCs were established in 1974 as a body of paid and voluntary personnel, independent organisations working with the public to represent the voice of the public through communication, inspections, scrutiny of policies and planning of services. The White Paper proposes the creation of a new independent arrangement to replace CHCs based on the Scottish Health Councils and working across health & social care, alongside Health Inspectorate Wales (HIW) and the Care and Social Services Inspectorate of Wales (CSSI). Although this could be beneficial for areas such as joint planning and service changes, this could create a situation in which the public perceive that their voice will not be heard and the Health Board's objectives will take priority.; one of the main

Do you support this proposal?

advantages of the current system is the public's perception of the CHCs as independent organisations. Between 01/04/16 & 31/03/17, HIW undertook 32 inspections of health premises/ services in the ABUHB area, far less than the number undertaken by the CHC. My concern is that the CHC could become a mere 'add-on' to HIW, which would not necessarily represent the voice of the public, rather the aims and objective of HIW; there is a danger that local knowledge and a strong desire to shape local services could be lost. CHCs cover a wide range of aspects of health services and are well established organisations; they have been effective in a wide range of areas, including bringing about service change, planning services, scrutiny of proposed protocols, procedures etc, public concerns about service delivery, visits to health premises to ensure all clinical, non-clinical and environmental protocols are delivered and maintained; any urgent issues identified are reported to the Health Board for action. The existing make up of CHCS, with a mix of voluntary and paid personnel, ensures that they have the resources and time to listen to patient experiences. They are also able to provide an important patient advocacy service for those people who have experienced problems in health care delivery. The White Paper proposes a new Citizens Voice Body, which would have considerable operational autonomy to set its own programme of work. Could the role of the CHC be expanded to encompass this function, without creating a new organisation? The White Paper suggests that some of the resources and staffing currently with CHCs may be repurposed to support the new arrangement representing the interests of the public across health and social care. There is a case for strengthening the current functions of CHCs to encompass this, possibly not requiring primary legislation, as indicated in the White Paper.

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Excellent proposals especially "to provide more independence in regulation and inspection and citizen's voice".

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

It might be better for the Minister to look at the evidence, take advice and then revert back go the organisation with outline suggestions i.e. to be more of a mentor than decision maker

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

One organisation and more joined up thinking is vital

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name P Egan

Organisation (if applicable) Llandough Community Council

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

I believe that there should be one board in Wales to look after health and social care in the country. there needs to be someone in charge of each large hospital but this could include a number of smaller hospitals in the locality.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

There should be one body to deliver total end to end care.

Do you support this proposal?

Yes

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

again there should be one body to look after end to end care ensuring common standards everywhere.

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

There is a stark absence of personal and individual accountability at clinician and administrative levels from Board members to front line staff. Very little is known about internal investigations, disciplinary action or referrals to regulatory bodies. This is a huge public concern and truly undermines public trust and confidence in the Health Board and its senior management. Members of the public are faced with an ineffective complaints system and rely on the Ombudsman and Coroner to establish the facts and to apportion responsibility in a fair and proportionate manner. This is damaging and unfair to hard working staff who want to provide a decent service. The scourge of avoiding personal accountability, lack of transparency and secretive behaviour is deeply entrenched and must be addressed resolutely.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The principle is fine but, in reality, due to the nature of the role and closeness of the post holder to senior executives, it is likely the independent element will be lost and lacking in credibility.

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The CHC's, under the right leadership, provide a strong link with local communities which is vital in representing the views, thoughts and concerns of communities both urban and rural. The loss of the CHC's would be serious and lead to a complete breakdown in communication, accountability and failure to represent local people. Health Boards are remote from communities. They do not command public trust or confidence and the retention of CHC's provide a bridge between Boards and communities. CHC's do need improvement and the WAG focus should be firmly on retaining and developing this vital public link.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

This is fraught with difficulty. The focus should be on meaningful engagement between Boards and CHC's.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

HIW has been shown to be out of touch, ineffective and slow in reacting to public concern. Reports are designed to mollify Ministers and Boards and to avoid hard conversations and public examination

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name P Bolton

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

this idea is preposterous the present CHC's in wales,particularly North wales do a fantastic job of representing the local population exactly as they are!!!! LEAVE THE COMMUNITY HEALTH COUNCILS TO CONTINUE THE EXCELLENT JOB THAT THEY ALREADY DO.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

KEEP THE PRESENT CHCS

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

KEEP THE PRESENT CHCS

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

KEEP THE PRESENT CHCS AS THEY ARE THE BEST THING ABOUT NHS WALES AND ARE TRUE REPRESENTATIVES OF THE PEOPLE'S VOICE.

Page 2: Submit your response

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Name	H Randall
Organisation (if applicable)	NORTH WALES COMMUNITY HEALTH COUNCIL APPOINTED MEMBER

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

High care must exist in all regions across Wales for the safety and comfort of all patients.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Not if all bodies work closely together and are transparent.

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The patients welfare must always come first.

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name L Jones

Organisation (if applicable) -

Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you support this proposal?

No

Do you support this proposal?

No Response

Do you support this proposal?

No

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name C Davies

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

More requirement to consult locally, especially with CHCs

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

CHCs must be retained as a clear, independent local voice of scrutiny

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

You have not looked at the fact of volunteers hours given to the CHC and paid hours earned for HIW. Putting these into context where is the public's right of an independent board to listen and act on their behalf.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

At present the first officer of the CHC is on the board as an independent person why alter that

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

The idea of the Welsh government to be in charge of a voluntary public committee which is answerable to the public is wrong.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Have the NHS boards been asked their view I know that the CHC is regarded highly as being independent and the work done by the CHC is strongly looked at and used by the NHS

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I have been in NHS areas where both HIW and CSSIW have been doing an inspection of places and in both areas the place they are going to visit know when they are going so all spontinaity is taken away and they see nothing if the usual day to day running of NHS property

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

How can a paid agency and a voluntary agency work together covering the independent evaluation for the public. As it is stated clear inspection is needed that is able to be worked on by the NHS bodies

Do you agree with this proposal?

No

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

I do agree that HIW and CSSIW should be joined
As soon as you mention the fact that a Welsh government will provide an independent voice for its citizens the people do not believe it will be unbiased the wall goes up straight away. People believe independent means independent of government bodies

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

The reason the CHC s are so popular is the whole ethos of independantly acting on their behalf with a direct link to the NHS body involved

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name C Lapham

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Temporary appointments are given enough time to be effective and to be held accountable.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Advocacy needs to be accessible to all for health and social care complaints. Advocates need to have enough time to deal with complainants and can't take twice the case load on. There is likely to need to be recruitment as no easily accessible advocacy for social care complaints atm. There needs to be a retention of skill and specialism, will a wider focus on both health and social care mean a less specialised and knowledgeable service?

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Will a national arrangement mean that rural areas be less served? How will people from rural areas be involved with this if there is no longer localised provision. What about people with no internet access?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

I do not really know how this will affect me as an every day infrequent health service user, it seems something administrative and bureaucratic which has not been explained in terms of impact on people like me.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

This again is not well explained in everyday terms but it seems a good idea to have someone independent.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

This seems like common sense and unsatisfactory that this has not been in place for a long time

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This is more than common sense, it is a public duty for public bodies to be honest and accountable, surprised this is not already the case!!!!

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Do you support this proposal?

Again, isn't this fundamental, person centred care is the automatic supposition for people using services or who expect to use these services

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

Again common sense that unhappy people have a single point of contact, why has it taken so long to realise this

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

CHCs are a known body, whilst I do not know everything they do, I know they would help me with a personal complaint and I know they would listen and represent my views if I had any comment to make about health service changes. They have been around for a long time, doesn't it make more sense to transform them into a new body? I would go to them as it is now, how long before i would get to know what a replacement can do or how they can be contacted. Something new isn't always better if it has no track record?

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Again not sure what this means, is this yet another body being set up? It seems the plan is to get rid of something already there, but what is coming instead, is it more than one body, is it all going to be in the same place? You are not really telling us what we will get, just what we will lose?

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

But you have to be more open first, don't take things away without more details of a replacement and what it will be like! New things can be good, if they make things better but changing things for the sake of it doesn't help me.

Page 2: Submit your response

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Name Nicki

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you agree with these proposals?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Whilst I do not disagree with the principle that health boards and NHS trusts should share core principles and work in partnership, I do not believe that the proposals will deliver on that aim. There should be co-production with a wider range of partners, including those directly receiving services, their families, carers, as well as frontline staff.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

However, I have yet to see Local Authorities acting in partnership across borders

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

As long as there is an independent way of assessing implementation

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Once again, these standards should not be designed solely by those who do not use services, or have intimate knowledge of what is acceptable, including those who use services, their families and carers.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

The Community Health Council, being a largely volunteer organisation, is less threatening than any statutory body, and people are more likely to be honest if they feel that someone with no direct links to the service is acting on their behalf. Whilst I am sure that the HIW and CCSIW both strive to be impartial, there is a perception that they are working on the side of the statutory organisation they are supposed to be overseeing. An attempt to combine these two bodies was made over 10 years ago, to no avail. What is the proof that it will be more successful this time around.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The CHC has massive experience, but could be enlarged to take on the social care side. I see no reason for the CHCs to be wholly replaced by a completely new organisation. There is also the problem of everything being dealt with online. In my work I speak to a number of people who either do not want to do things online, do not have the equipment (or desire to purchase such equipment), or who live in areas where online working is not of sufficient robustness or quality. People like to talk to people, not thin air.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

This is not strong enough. Co-producing plans and services with citizens implies that they will be involved in more than just "giving advice".

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

But this body should NOT be the voice of the citizen. It will not be seen as independent.

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Costs of Boards needs to be considered - additional paid appointments need to be controlled or excessive spending on administration and management may arise at the expense of hands on patient care. All additional appointments need to be open, transparent and justified. In addition, all such appointments need to be evaluated in terms of effectiveness/outcomes.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

In principle, however the vast majority of the public will have limited understanding of what a Board Secretary is and therefore this question may well be not meaningful to the majority. Therefore there is no real 'public consultation ' on this particular question/matter as it has not been sufficiently explained in detail at an appropriate language level for informed commentary?

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Again more detail needed for the 'man on the street, regarding what this will actually mean in practice. Plus how will the 'planning duty' be strengthened, what will it cost? How will it be measured? What are the timescales associated with all of this? The rhetoric sounds good but what is the reality?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Again public education is needed for this to be widely understood by people so that it does not remain an aspiration in theory that is not grounded in everyday service

Do you support this proposal?

delivery. Staff will also need to understand what this means as although it may seem self-explanatory, this is not necessarily the case.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

These standards need to be developed in conjunction with professionals and public and not as a remote, academic activity. Individuals need to be able to say what matters to them, they need to be asked and supported to respond.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Joined up care is essential. It is what people want and need. Therefore, if the aspiration is to have a unified health and care system, delivering services to people when they are at their most vulnerable, then it makes complete sense that a unified complaints process is needed and a 'one stop' shop where people can go to access help and advice when they are dealing with difficulties. People need expertise but above all, they require continuity and consistency. Seamless, person-centred care should be accompanied by a seamless concerns process when things go wrong.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

First of all, this simply seems like a hurried measure to generate change in the short term without a clear reason or considering the wider picture. There seem to have been no indications of costs, current or projected. Without any projected figures for a new body, there seems to be little substance to this proposal in order to provide an 'informed' response to the question as set. In addition, the costs of abolition of CHCs and establishment of a new body with new name etc will inevitably take some time and costs will need to be recouped. I am unconvinced of the financial implications associated with this and whether these have been appropriately modelled by anyone and over what time period. Is the plan that any replacement body will be in existence for 40+ years or has it only been considered over a short timescale, in other words, how future proof is this proposal?

In addition, any plans for abolition should not have been considered until the

Do you support this proposal?

findings of the parliamentary review was issued (planned end of 2017). it seems inappropriate to have an on-going review regarding health and social care that has yet to report its findings but to be making related decisions about other aspects of health and social care without having all the findings available. This risks perpetual small scale/disparate changes which can be unsettling for all and which hinder collaborative/whole systems working.

In terms of abolition of CHCs, the risks to the NHS are now higher than ever, therefore the abolition of a 40 year old body, without having anything immediately available as a replacement, creates further risks.

If change within the NHS is being advocated as a 'need' in order to meet the rapidly changing demands of an ageing population, then the last thing that should happen is that at the same time, the scrutiny body which has been in place for 40 years, should also be set aside, in favour of a 'new untried/untested model' which thus far has no details. This is the time when we need a scrutiny body even more - a scrutiny body that knows what it is doing, not one that is settling down and trying to find its feet. This is the time when the existing organisation needs more investment/training/power and in particular IT infrastructure and use of modern communications technology so that information can be gathered speedily and reacted to speedily.

New does not mean better. New does not mean effective or efficient. Re-purposing/re-modelling an existing entity may be a better use of limited resources. Is this not something that the Welsh government can look to do well? There is a mismatch between the original 1970s remit, structure and functions of CHCs and that which is now required of an effective patient voice in a demographically different nation where priorities have changed. The inherent values of the CHC, its staff and members remain the same as when they were established, it is the skills/methods/structures which have not kept pace with the requirements and this is what needs to be invested in so that they can 'go beyond'. They are suitably located, have a great deal of national and local knowledge but are not sufficiently supported or resourced.

Quality improvement within an organisation requires the capacity to continuously adapt, not to scrap something and then start again with something new? Nevertheless, if a new model is adopted, how long will it be before there is a meaningful evaluation/comparison with the old model. Abolition of one body will mean that there is no option to go back if the new model is worse/no better.

If the proposed new body is to work alongside inspection and regulatory bodies such as HIW and CSSIW, then what will it do that they currently do not? Where is the overlap? Where are the gaps. In terms of triangulating data, both HIW/CSSIW appear to have a more professional/clinical remit, therefore allow this 3rd organisation to professionally represent patient/public views - is that not what CHCs already do? Maybe re-set their parameters, sharpen their focus and enable them to do this in a high tech society rather than relying on member-volunteers that are not representative of the public. Give existing CHCs the tools to be patient

Do you support this proposal?

representatives, refurbish them, rather than replace them with an unknown quantity. Give them stronger central and national direction and support but allow them to continue with the degree of local autonomy needed to represent different communities in Wales. Enable CHCs to embrace a more performance management approach to their work so that they can be more demonstrative and accountable for the activities undertaken. Alternatively, be brave, replace all three (CHCs, HIW and CSSIW) with one comprehensive body rather than a piecemeal approach.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

A stronger public voice is needed. This needs to incorporate the expertise from health and social care professionals along with the voices of citizens within their communities. The latter needs to be achieved through diverse mechanisms - assertive/educated individuals can do this for themselves but there needs to be skilled outreach work to enable those who need support to express their views. Asking experts does not always mean asking top academics to undertake evaluations or reviews, it can entail asking the individuals providing care, at the lowest levels, what works and what does not. Therefore to speed up service changes there is a need for - clinical expertise to determine safety and best practice - regulators to sensibly monitor changes undertaken - views of staff who are working at the coal face in new systems - views of service users - views of the public as potential service users - views of managers/administrators, although often maligned, they have to take through changes - an independent body whose focus is to comprehensively elicit public/patient opinion and not just allow the vocal few/ardent campaigners to represent everyone

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

If change is being done, why change CHCs now and at the same time consider more joint working/legislation for HIW/CSSIW? Change none or all? Unify these or maintain all properly as separate bodies with clear remits and clear mechanisms for sharing information? Start again for everything or repurpose/reform all simultaneously?

Would you support such an idea?

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

WHAT are you trying to achieve? Is that clear to you? HOW you achieve this can only be addressed once the WHAT element has been answered. It feels that all sorts of 'bits' are being fiddled with but there is no coherent rationale for this that is evident? Yes it is clear that health and social care need to be unified and if that is the main function of the White Paper, then that is fine but it seems to have all sorts of additional 'bits of change' tacked on, which are not clearly joined together.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name John

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Include ordinary members of the public to represent actual experience of the health service. Make this a mandatory requirement, a set number of such representatives ought to be defined.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The role of board secretary should be occupied by a person who has extensive negotiating experience.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

There should be written contracts between NHS and local authorities clearly setting out aims and objectives in order to ensure the improvement of the quality of services. The nature and cause of bed blocking must be included as a joint task to improve quality of services.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Ensure that there is a realistic budget to achieve this proposal.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this

Do you support this proposal?

proposal?

Again this needs a common high level budget to enable the fulfilment of standards.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Provided that there is an independent member of the public on the investigating team.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

There is no need for the creation of a new body when there is a perfectly good working system already in place

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

You would need to define the experience and qualifications needed to provide clinical advice and ensure that the citizen's voice is also an informed one.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The budget provided for a Welsh government Sponsored Body should be under regular review to ensure that it is adequate at all times otherwise the scheme would not function as intended.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed

Would you support such an idea?

further?

Budgetary issues are crucial.

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Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

The majority of Board members should be independent. Ministers should appoint a core of key executive officer positions to maintain consistency across health boards, say 4 or 5, but this need not include a Vice Chair - support should come from all members. 2 or 3 executive officer posts should be flexible. 6 non-executive positions plus the 3 existing associate members would give a board of 15 rather than the existing 21. Ministers should only appoint additional Board members in highly exceptional circumstances, otherwise independence is compromised.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

Local health boards are just that - local. Asking them to operate at national level will probably result in unsatisfactory results at both levels. Local health boards should be required to cooperate with other local bodies then make recommendations, or send a representative, to regional bodies who send recommendations up to a national body - the Regional Partnership Boards and Public Services Boards can be used. Local health Boards are useful only insofar as they reflect local concerns.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

There are high cost implications to this policy if citizens are to benefit eg independent advocacy is expensive. How can these high standards be achieved on a low budget? One way is to raise standards over time.

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The Welsh government has made consulting citizens and including them in care, a priority. This can only happen at grass roots level. Citizens can make use of social media to give their views but individuals have no power on their own. At the moment CHCs have a right to receive information from and be consulted by other health service bodies on behalf of citizens, with whom they are in direct contact. Replacing that arrangement with a national body with unspecified local functions will weaken, not strengthen, the citizen voice. Whatever replaces the CHC must have statutory powers to interrogate other local health and social care bodies. This proposal is in danger of replacing an accountable local body with a vague, ad hoc individual citizen consultation.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

This proposal is too vague on the means by which the citizen voice body will work. The citizen must somehow be given power to get and give information to health boards. There is a danger that considerations of joined-up policy will override the voice of the citizen at grass roots level. How will the voice of the ordinary person be guaranteed a hearing?

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

I support the proposal.

A Welsh Government Sponsored Body has advantages but the bigger the organisation the more cumbersome and less responsive it is.

Would you support such an idea?

No Response

Page 2: Submit your response

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Name Lynda Coller

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

However, I can envisage problems bringing health and social services together and providing an amicable and effective service .Integration of services could take a very long time.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Could HIW and CSSIW work together amicably? Integration of both inspection services into a single body would be the answer but synchronising the amalgamation with the amalgamation of health and social care services would be a problem.

Do you support this proposal?

No

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

Replacing the Community Health Council with another 'citizen voice' appears unreasonable and unnecessary when all that is needed is a change of role and responsibility for the CHC. You already have a body that works effectively with the health organisations to represent the citizens' voice in health and I am sure that I am sure the experienced staff of the CHC and its enthusiastic team of willing volunteers could adjust to include the responsibilities relating to Social Services. There is a contradiction in the new body being both 'a new national arrangement' and 'have autonomy to decide how it will operate at local level'. It could be argued that the current CHC arrangement with local CHC's, a regional executive and a National board already operate effectively in this way. The Visiting and Scrutinising role of the CHC differs greatly from that of the HIW and the CHC is much closer to possible problems and concerns because of their local connections. The CHC's Advocacy Service provides excellent support for patients/relatives wishing to raise concerns and the experienced staff could also provide the service to users of social care. The cost of changing from the CHC to another body could be prohibitive in relation to the current CHC annual budget which I understand is about £3.4 million. The CHC's have a statutory right to hold the health boards to account and also to carry out unannounced visits to health facilities whilst the proposed new body does not have these powers so how can it be seen to be independent. Why throw the Community Council out with the bath water when the Welsh Government could quite easily ask the existing body to 'change its ways'.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The CHC already work with the health organisations to represent the citizens' voice in Wales and do an extremely good job. The CHC is independent and statutory and provides independent assurance. The CHC is highly respected and works with local representatives who match the demographics of the area in which they serve. It appears absurd to replace the CHC with another body that will have little bite when the CHC could do a better job by merely changing its roles and responsibilities. To provide 'clinical advice on substantial service changes' the CHC and the new 'citizens voice body' does not have the expert knowledge and needs experts in the field and not a 'patients' voice'. The danger of not having patients' input into substantial service change decisions of a non-clinical nature will give a more directive role to Welsh Government and health boards. I suspect this is not what patients want.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

HIW inspect very few health facilities, particularly in N.Wales, and they inspect procedures and processes not outcomes. CHC's work independently of the HIW and complement the work of that organisation. However the CHC's undertake unannounced visits and also talk to patients and staff and elicit their views. Disbanding the the CHC's would have a detrimental affect upon the scrutinising of health services.

Page 2: Submit your response

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Name W R Williams

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Good quality care can only be provided by ensuring sufficient well trained and paid staff are in place at the grass roots

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

basically better staffing levels

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Name R Overington

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I agree that NHS Boards & Trusts should have core key principles and I am surprised they don't already. I also agree that it should be very clear what the Boards' responsibilities are and how they are accountable to the public and to the government.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

As I understand it is the job of the Welsh Government to hold Chief Executives to account

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I don't understand what is meant by these proposals. Quality is already high priority in NHS Boards' audits and they are trying to cooperate with local authorities

Do you support this proposal?

Yes

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

I agree with the idea of a joint CSSIW and HIW and that inspectorates should be independent. Who would a joint inspectorate be accountable to?

Do you support this proposal?

Yes

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

I agree strongly with a reformed citizen's voice organisation that covers both health and social care. I think it is very important that members have the authority to visit all health and social care facilities, and that the providers are required to respond to the organisation's concerns.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

All service changes should be well publicised and put through a public process.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The HIW hasn't had a good record of prompt and consistent reporting of inspections. Whatever can improve that would be welcome.

Would you support such an idea?

No Response

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

I consider the present arrangement adequate - this proposal could lead to more bureaucracy.

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name Les. Hayward

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Do I support this proposal? No. We need to keep CHCs – perhaps as one national body but with branches. They should become more visible to the public. They should have a statutory right to enter NHS premises unannounced and to provide advice services to patients and carers, especially concerning the making of complaints. The speedy remedying of complaints would reduce the drive towards

Do you agree with this proposal?

litigation and compensation awards. I am not advocating a strong advocacy role. Just as advocacy services for mental health patients are now provided by contracts with voluntary bodies, I would recommend a move to expansion of such services to all patients. Can I see any practical difficulties with these suggestions? Yes. The Scottish system (suggested) is still being reviewed. Abolition of CHCs will leave a gap.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

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Name D R Harries

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

I have worked with many organisations over the years as a Participation coordinator, an engagement officer and inclusion and involvement officer of people of all ages and needs .There is a lack of communication and too many egos in management and Chief Exec roles , the say they listen but they never hear what the service user is saying. The same with the local council authorities they keep management in high paid jobs and the service providers who give the grass roots service get awful wages bit like the NHS, the wages need to be caped for management etc and then they can afford to pay for quality service for the service users/client

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

This person need to be respected for their role by the board and CE and needs a strong link with people no good being stuck in an office

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

There needs much better partnership working and sharing of skills and recourses there is too much working in isolation ,

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

no sure depends upon the person chosen to take on this role and who manages

Do you support this proposal?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Here we go again and yet no one really takes any notice of them and no one listens to the service user and families , Don't we already have standards in place??

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

Don't we already have this? it doesn't work as it doesn't favour the patient. I have complained on 3 occasions for miss contacts and the way we were treated, they really don't care

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

WE already have a Citizen panel on Ynys s Mon we have advocacy and many other organisations listen to service users but no one listens You need a strong person in post who understands engagement community and linking strong partnerships with organisations (me :-)) and know a few. They constantly employ the wrong people for these roles and that's why it doesn't work.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

we have this on Anglesey, we have had making the connections we have had Children and Young Peoples Participation Officer which was a Statutory role we have an older people's forum we have Mencap Taran advocacy etc etc what we don't have is a role to pull all these together to talk to each other and work together!

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

CSSIW is ok when you get through to them they need more "people" employed by their organisation there needs to be a balance and needs to be accessible to all

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

I feel frustrated when this consultation has already taken place on Ynys Mon and this work has not been recognized We need to listen to the people Community Involvement Officer Report, working in partnership with Medrwn Mon, Anglesey Council and Horizon

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

The detail within the consultation is unclear and I find the questions leading. I do not feel that the content within the consultation will ensure that there will be consistency across all Health Board and the wording used could lead to misinterpretation. I also do not understand how changing the wording of an independent member will make them representative of their community. As I understood it, these members are paid by the health board and I would question, do they go out to talk to the public in order to be able to represent them?

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Again this the content to this section is unclear. Are you proposing that they will be a WG employee or a Health Board employee? Either way I feel that scrutiny of the NHS should not sit within this role. How can one person truly scrutinise the NHS and I would also question the independence suggested.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

This sections deeply concerns me, isn't there already a duty of quality required?

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Again I was under the impression that duty of candour all ready existed in Wales. I do not feel there is enough detail provided in the consultation document to understand how this would work between health and social care, e.g. Health Boards and Local authorities.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I agree that person centred care is paramount and that there should be a common set of high standards.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Although I do support that there should be one organisation to undertake this work and that health and social care should be brought together, the consultation document doesn't state who would do this. As I understand it the Community Health Councils currently support the public through the NHS complaints procedure, therefore it would make sense to me to further strengthen their existing remit into social care and provide them with the additional resource in which to enhance their service.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I do not understand this section of the consultation at all. Why close down a service that is working. I agree that the Community Health Councils are not perfect but they have been established since 1974, wouldn't it be better to rebrand them into a stronger organisation rather than wasting valuable resources on establishing a new organisation. This didn't work well for England or Scotland. We need to learn from others and build on the existing organisation we currently have. We have made this mistake too many times in Wales by abandoning something that isn't perfect and then desperately spending money on trying to recapture what we already have in the first place.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

I have researched the Scottish model and I would stress that this is not a system we want in Wales. I agree that this function should sit with a new citizens voice organisation (if not with the CHC's) but the patients voice needs to be listened to.

Do you agree with this proposal?

Clinicians do not always know best, we need to listen to the public, what do they want and need from a service. I feel that we shouldn't be looking to Scotland for this function at all. Making the decision whether a service change is minor or major is not an easy decision and there needs to be an independent organisation who makes this decision and should not be done by the NHS. If this decision was to sit with the NHS the public would not feel reassured that a decision has been made in their best interest as there would be no independence.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

There is no information in the consultation document to be able to give an answer to this question.

I would question how there would be independence if the organisation was a Welsh Government sponsored body.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

Finance, what will be the cost implication to closing organisation down, why not rebrand. We need to learn from England and Scotland not follow their mistakes.

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The links to local communities and any unique circumstances should be preserved. If the other reforms are accepted the LHB will be one of the few groups to operate locally planning mechanisms alongside local councils.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

NHS bodies also need to work effectively with local councils within their area as well as the larger partnerships.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This is essential in all public services (and services commissioned by public authorities.) Given the current track records I suggest sanctions for non-compliance will need to be very clear and inspection regimes should highlight issues.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

As above, support through inspectorates with sanctions for non-compliance.

Do you support this proposal?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The Public Services Ombudsman has experience of dealing with complaints to different organisations stemming from the same issue. His involvement in firming up matters should be sought.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

There is considerable anxiety that the loss of power for CHC will leave patients vulnerable. The local voice may get lost in the necessary drive for more consistency and the inclusion of more diverse groups. Steps must be taken to incorporate these aspects. Having read the available information on the Scottish model I think there needs to be refinement to introducing it into Wales.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Individual citizens may need support and facilitation to participate. This needs to be incorporated into future work. Clinicians who get involved are likely to still be active, and resources should be available to cover their day to day work.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Combining HIW and CSSIW into one body could create an unwieldy organisation with loss of focus on social services because of the overwhelming NHS agenda.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Joint working and co-operation between the two organisations should be under-

Would you support such an idea?

pinned with clear criteria and accountability. An annual programme of joint issues should be identified as a matter of priority with clear timetabling for action. Failure to adhere to this should be scrutinised by the Ministers/Committees.

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Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

I see no like between "Vice Chair" and "focussed and skilled leadership" proposals need to address training and monitoring of the performance of board members. The proposal on WG appointees is too broad to be supported, in the context given it could be used to load a board to force through a decision against the interest of local communities. More focus on addressing issues in the interests of and in collaboration with local communities is required.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

This appears to put the secretary in a position of challenging their employer/manager - something I have never seen work. Scrutiny of the board function needs to be external and independent though I agree that this scrutiny needs to be on a statutory basis.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Questions too broad to agree with and no really evidence in the report on the need for change. The duty of quality should clearly reflect the outcomes of individual patients and involvement of all patients groups in change to service delivery. I see no evidence in the report that health boards have failed to cooperate in regional and national change where it is in the interest of their local communities.

Do you support this proposal?

Yes

Do you support this proposal?

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

No clarity to the suggestions and the white paper is clearly suggesting and move to centralised (national) level of scrutiny and control which can only weaken the local voice of communities. The paper appears adamant about getting rid of CHCs but there is no clarity on how the freshly created organisation would avoid any of the issues highlighted over the existing organisation - many of which are largely the fault of current funding and operational requirements within which the CHCs work. I accept the need to reform to the patient voice but this looks more like a Cardiff power grab.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

This is a leading question and I am not willing to answer yes or no. The white paper appears more focused on central control than effective population participation in configuration of services. There are many reasons for lack of public support for service change within Wales and where patient pathways cross national border to England. Most of the difficulties arise from a failure (at a national level) to own and communicate the case for service change and justify through patient outcomes rather than costs.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The paper confuses "inspection" with "monitoring and scrutiny". HIW and CSSIW inspect to technical standards. The CHC and CSSIW monitor and scrutinise the patient experience. The paper and references appear to favour CHC successor systems in England and Scotland which have faced significant criticism - taking learning and re-configuring the Welsh services.

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

How on earth does anyone answer yes or no to that - who designed this? I fully agree that any reconfiguration of service needs to provide both inspection and "monitoring and scrutiny" across health and social care. The paper seems to have failed to recognise that in addition to cross boundary working between health boards we need to co-produce, inspect, and monitor significant services which cross the Wales-England border.

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Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I think Boards should be small enough to have meaningful debates and take decisions at a strategic level. There should be flexibility in the arrangements to match particular circumstances

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I don't see why legislation is needed to make sure the role is protected, to make sure the role is consistent and to put safeguards in place.

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

Make sure what is measured is what is important to people accessing services and make sure the arrangements put in place focus on high quality outcomes for everyone

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

As long as it is properly monitored to make sure it benefits everyone who uses services

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

They should mean something to people using services and be properly monitored and reported on so people know what they can expect wherever they receive their services

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This should be taken forward in a way that makes sure complaints don't take even longer to be investigated than they do now.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I do not think this will result in a better system for people locally. An assurance function should surely sit with the current inspectorates. I do not see how a new national arrangement would represent the citizen voice if it is only advising and monitoring what others do. It is not clear why it would need autonomy to decide how it will operate locally if it is only advising and monitoring the actions of others. It is not clear why the white paper proposes to lose the functions currently carried out by CHCs except for inspection which is says CHCs are moving away from anyway. The proposals in the white paper do not seem to address the problems identified. For example, how is a new citizen voice arrangement going to be immediately more visible than existing CHCs. I do see a need to change existing arrangements to make sure people can be represented across health and social care.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Its now clear to me how the proposals will increase the pace of change or enable a more transparent process and a more directive and guiding role on the part of Welsh Government. Surely a change in the current guidance can bring about a more directive and guiding role on the part of the welsh government without a need for new legislation. It is not clear to me why these proposals only focus on the NHS if the vision is for integrated services.

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

I can see a need for a clearer underpinning legislative framework for HIW but not how this will help to foster closer integration and joint working. The Government

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

needs to consider why these two bodies haven't already done this given that they are both part of Welsh Government.

I don't understand why there is a need for the two bodies to be independent of each other within the same body - why not just create a new single inspectorate covering health and social care

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

I do not agree that any new citizens voice body should be together in the same organisation as the inspectorates - it makes sense that they work closely together but not that they are part of the same organisation

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I want a stronger body and I can't see how the proposals would lead to a stronger body - although I agree there should be a body for health and social care. The Scottish Health Council has been criticised and they are consulting on changes to give them more powers like those already in Wales. Why would you want to go backwards. You should improve things by building on what we already have.

Do you agree with this proposal?

No

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

Changes should be co-ordinated across health and social care and should be driven by people and not just those providing services

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

HIW needs to be more visible and have a more balanced focus on NHS services and needs to put more effort on providing an independent check on clinical quality making the most of clinical expertise.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

The citizens voice body shouldn't be an inspectorate so I don't see there would be benefits of it being part of the same organisation - it could share information with the inspectorates without being in the same organisation

Page 2: Submit your response

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Name Mrs J Thomas

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

Do you support this proposal?

No Response

Do you support this proposal?

Yes

Do you support this proposal?

No Response

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I'm not sure how this will help strengthen the citizen's voice. I agree with CHC or a body like them covering social care but why lose all the functions? It looks like you want the new body to play a sort of inspectorate role in relation to engagement but why not give that to the inspectorates and strengthen the powers that the citizens voice body has to ensure that people are actually listened to.

Do you agree with this proposal?

No

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

Isn't this paper supposed to support integration - how can that happen if there is no shared approach to engaging on service change and development. What would substantial change look like? Closing a GP surgery is a substantial change for the people who use it

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Name M Imms

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Having returned to Wales after living in England for the majority of my life I would suggest that you exercise caution before abolishing CHCs. I can see the logic of extending their role to include social care and recognise that some modernisation may be needed, but it is very unclear from your proposals exactly what you are suggesting the new body would and could do. I have looked up the Scottish Health Council and they don't appear to have the answers. They don't appear to have any say in what actually happens within the NHS beyond major service change and even then only to the extent of commenting on the level of engagement undertaken. It is entirely unclear to me how that strengthens the citizens' voice. Please make sure that whatever comes next has the ability to hear from people and to check with patients and service users that they are getting the care they

Do you support this proposal?

need. A stronger citizens' voice body would have greater capacity to do more of this and greater power to make sure providers listen to them and to citizens -not just about big service change but about all aspects of care.

Do you agree with this proposal?

No Response

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

I'm not clear on the practicalities of having two separate inspectorates housed in an overarching body, would there be one overarching Chief Executive etc? Would the two bodies have complete autonomy and if so how would this improve integration? I'm even less sure that a citizens' voice body should be included. I wouldn't want to see them being accountable to a Board or Chief Executive who is a clinician or who could be overly influenced by clinicians in the same organisation - that would rather undermine their ability to work solely for citizens.

Page 2: Submit your response

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Name T Matthews

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Aren't services already supposed to be aiming for quality and working together?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Organisational culture has to change to promote candour, individual professionals are often prevented from telling the truth to protect the organisation.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

A new body may be needed but all current CHC functions should not be lost as this would weaken citizens' voices.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

Requirements to engage on social change should be the same across health and social care

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Not clear how this proposal would actually improve effectiveness of inspectorates

Would you support such an idea?

No Response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

It's important that board members are properly trained and their contribution is properly assessed

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

I don't see the need for this really - surely the role can be protected without a need for legislation

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

please explain to the public what the introduction of a statutory duty of candour will mean for us in practical terms

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I can see the benefit of standards that apply across health and social care need to be high level but they must also mean something to the general public and we must be able to see easily how our local services are performing

Do you support this proposal?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Make it as easy as possible for people to make a complaint and make sure they are offered every support and assistance

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I believe that the public should play a key part in designing their services. Whilst I am not against changing the current system you are asking me to support something new with insufficient detail provided - that is the reason I cannot support the proposals as you have set them out. I am not clear what the difference is between a citizens voice arrangement and a citizens voice body. I don't think its enough to monitor and report on how health and social care organisations are working with the public - a body or arrangement has to have some teeth if its going to be of any value otherwise it can just be ignored.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

The proposals read as if the clinical advice will take precedence. I don't understand what a substantial service change means (is it about how many people are affected or how much affect the change will have on the people affected or both). I think if NHS bodies decide themselves what is substantial they might look to describe more services as not substantial. I don't think its good enough to concentrate on substantial changes - what about all the other changes - will these happen in whatever way service providers decide?

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Its not clear in the proposals how independence in regulation and inspection and citizen voice will be ensured in a single welsh government sponsored body.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

Not unless the body established the citizen voice as the overarching element of a new body

Page 2: Submit your response

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Name DP Thomas

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

No

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Respondent Details

Information	
Respondent Number: 84	Respondent ID: 64541238
Date Started: 25/09/2017 16:25:35	Date Ended: 25/09/2017 16:36:12
Time Taken: 10 mins, 37 secs	Translation: English
IP Address: 91.209.71.109	Country: United Kingdom

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Do you agree with these proposals?
Yes

Do you agree with these proposals?
Yes

Do you agree with these proposals?
Yes

Do you support this proposal?
Yes

Do you support this proposal?
Yes

Do you support this proposal?
Yes

Do you support this proposal?
Yes

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

But it needs to be at a local level and I worry that by agreeing to this, that local level representation will not be committed too. I also feel that there is so much duplication within the health board and social services; you have various engagement officers working across health and social care; how would these roles differ, or if they co-exist where is the link? I think there also needs to be a requirement for this national organisation to work with engagement teams within voluntary organisations relevant to specific health needs - organisations like MS Society, Alzheimer's Society, Macmillan all have engagement officers that are already doing this work to inform health and social care services - there needs to be accountability for health and social care services to take on board the experiences that people have shared with these organisations.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Co-production relies on resources and funding; there is no point establishing this unless you invest in the resources and funds needed to do coproduction. Again, many external organisations are already working towards this model and would value working together with health and social care to ensure that the services they co-produce are relevant and meets their needs. Clinical advice is great, but it needs to be balanced as to not develop services that only consider a medical model based approach.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

They need to work together to make change - but practically how can this be done. Most people are afraid to approach these bodies so there may be merit in considering a new body.

Would you support such an idea?

Yes

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

I think it will require considerable consultation and co-operation for this to have any hope of becoming a reality.

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I think there is likely to be more confidence in locally based complaints procedures.

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

I believe we will lose too much local input if we agree to the proposals put forward. We need an independent patient voice with more power not less. Though I agree that the health service and care services should work together for the benefit of both services and the client.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

We need legal rights as the existing community health council has but I do agree social care and NHS should have better systems to work together effectively.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Although I agree that NHS and social care need to work together at all levels we need local accountability on a legally binding basis.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Local ability to consult.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Do you support this proposal?

This should exist already and needs to be locally accountable on a legal basis.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

But only work together when both are an issue. if solely medical or solely caring then it is time wasteing to consult both.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

You are not proposing local representation with legal powers for patients and users of the services.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

We do need an open and transparent process but think this may be a cost cutting exercise and would make it harder for local people to have their voice heard.

What do you think of this proposal?Are there any specific issues you would want us to take into account in developing these proposals further?However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Something more independent including social care and NHS may well be desirable as long as a local voice is there with legal rights e.g. a local community health/social care council.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Would you support such an idea?

keep / improve local patients / social care needs and ability to be part of inspection and improvement of service for local needs not just regional and national.

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No Response

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I believe that it is necessary to co-design and co-create services working with the public but I DO NOT agree with replacing the current statutory CHCs.

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

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Page 1: Services fit for the future

Do you agree with these proposals?

No

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

I have broad agreement with the present arrangements for Health Boards across Wales ,and that the seven areas should be retained. The core body of Senior Officers should be quantified and streamline those where responsibilities overlap.,and the Non Executive Officers should be realigned to reflect the make up of the general public. There should be statutory representation from Community Groups , be it elected Members of Local Authorities ,or lay members from the public ,is open to debate. There should also be levels of expertise brought in to supplement the Non Executive Officer grouping. I have reservations about Ministers bringing in additional support should a board begin to fail. A properly constituted Board should not find itself in such a position.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Regarding the proposal to change the law to strengthen the role of the Board Secretary is important that there should be a common level of responsibility across the seven health boards currently in place.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Yes I agree that there should be a shift towards greater collaboration across all sectors ,to ensure that Health and Social care can be provided holistically,to ensure positive outcomes.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Do you support this proposal?

The proposal to amend the duty of quality ,and bring in by statute, a Duty of Candour , is supported

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

It is recognised that the same standards should apply across all sections of Health In Wales. There should not be differing ways of measuring performance across Health Care, Social Care and Independent Service providers. I support collaboration by the three main organisations working together. This will create a joined up thinking approach .As is noted in the reports , working together will create better outcomes. Joint internal investigations should be all embracing across the service providers.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Yes differing organisations must work together, but they are not qualified to carry out investigations in house independent investigations. There will be conflicts of interest in this proposal .Investigating bodies MUST be totally independent of the service providers. However they must be able to act in a sympathetic manner to allow open and transparent investigations to take place.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

NO ,a new body created on the lines described would DEFINITELY NOT have the autonomy that is suggested. As I note in other paragraphs ,in house investigations would tend towards covering up rather than resolving complaints. CHC's have provided excellent outcomes over the years and HAVE worked alongside Health Boards and would continue in this manner and must be retained.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Do you agree with this proposal?

The CHC's should be retained as they are already the Independent Patient Voice across Wales. The CHC's are already equipped to provide such a service. They have a strong volunteer base, although there is always a need for more people of like minds to carry out volunteering work. Making these investigations in house onto a fully paid service, will make them part of the system and thus open to a lack of transparency. Further training to carry out these functions would be necessary. Continuous engagement is key to any organisation so that goes without saying.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The preamble at local consultations demonstrates the level of current Inspection regimes, be they mandatory by way of the HIW and CSSI or voluntary by way of CHC's. The mandatory services provided by HIW and CSSI will continue to have little if any Independence, and if this is the preferred model, it will fail to provide the service, competence and responsibility that is required. Therefore expanding this model to create an all Wales body will become institutional and ineffective.

The cost of managing this process will increase exponentially.

Currently actual independent inspections by the CHC model are cost effective accurate and totally independent of the Health Boards. CHC's are funded directly from Welsh Government at a cost of just shy of £4 million. The work of the volunteers can be valued at about £700,000. The CHC's carry out an advocacy service which the public trust.

The CHC model should be explored to create a greater voice for the patients across Wales. Nothing should stand still. The model should be given greater prominence and work in tandem with the HIW and CSSI which should retain the formal role of health care control. The HIW and CSSI should be merged to create a body.. "Total Care Wales" with a wider remit across all facets of health care in the Country. A newly created body called the "The Patients Voice" should be formed to work in parallel but independent of Total Care. This body should have the current rights expanded to allow inspections to be continued by voluntary members across all sectors. Rebranding the CHC's with a name that would be recognised is important for example ABUHB and ABUCHC tend to mean the same thing. So a distinct name is important.

Criticisms have been expressed that the CHC's have problems recruiting members, this is because of the points noted above there is a tendency to believe that CHC's and Health Boards are one and the same. By having an in house body will increase costs and yet may not be effective in recruiting employees as distinct from volunteers.

The records of CHC's in Inspections far outnumbers the inspections by HIW.

Continuing that theme would mean a massive loss of inspection capacity across Wales. CHC's were abolished in England some years ago by the then Labour Government, and a view expressed later by Andy Burnham the Health Secretary

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

expressed the view that it was one of the biggest mistakes made, and to date there has not been a system in place as efficient as the CHC model. Equally in Scotland a National system of inspections was introduced, this has also failed to come up, with the goods. The only system of inspection that is producing positive outcomes is the Welsh CHC model.

In conclusion I cannot see the model being considered will be Independent of Government... HIW's are certainly not. It should be allowed to work across health and social care. It cannot function as a National body, it will be too far away from the problems. How can a body created to work nationally work both locally and regionally. There will be too many conflicts of loyalties. A new body must sit alongside HIW and CSSI, yet I believe that they themselves should be merged into one body. An Independent inspection body can sit alongside but independent of the merged HIW and CSSI.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

To introduce an independent mechanism I totally disagree with your suggestion that a better way forward is by going to the Minister as the final hurdle after all internal mechanisms have been exhausted. The flaw in this proposal is that by taking complaints through the Health Board, there will be vested interest to close down a complaint within the service. This is not Independent!! Local Health Boards will not have the capacity to listen to the views of the public in an impartial way. This is certainly reflected in this White Paper, which in itself is a proposed mechanism by Welsh Government Ministers, designed to close down an excellent Inspection and Advocacy service that has served Wales well for many years and should be allowed to continue. Albeit by considering positive changes that can be empowered for the better, not closing it down for the worse.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name A Easson

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The shambles in Powys when a merger between Health Board and County Council was attempted.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The utter failure of the CHC's to use their current investigatory powers effectively, instead preferring to foster a cosy relationship with health providers. The failure to refer cases of either incompetence or bad conduct to regulators. A CHC will ask a complainant to provide "evidence" - utterly incorrect attitude, the CHC should investigate the complaint to obtain its own evidence and reach an objective conclusion. The current CHC approach is to seek a meeting (with whoever) and come to some sort "agreement". And yes, I was formerly a chair of a CHC and resigned mainly because of the overwhelming bureaucracy of the entire Wales wide organisation in which patients seemed to be the last concern.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Not really, anything that replaces the current system is likely to be more effective and have the potential to carry greater weight with health providers contrasted with the current amateurism of the CHCs. My issue would be with the current membership which would need to be greatly strengthened with individuals with the capacity to challenge and take real action. The failure of the CHC to identify anything wrong in the Princess of Wales Hospital is an indictment of their incompetence. There have been other less dramatic failures to identify and take action on clear shortcomings in service both at individual patient level and at system level. This would require a smaller number of people, who being paid, would be capable of being called to account in a fashion that is not possible with the current cadre of well-meaning, but not necessarily competent, volunteers.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The current CHC's seem divorced from any review of outdated medical practice promulgated in many surgeries, cottage hospitals despite being furnished with the updated advice from various organisations. CHC's have been totally ineffective in dealing with issues such as Bronglais hospital failure to provide proper care of inpatients with diabetes. The data from Diabetes UK confirms a widespread failure to ensure identification, correct medicines, and general care of in-patients with diabetes. This must apply equally to other patients with long term conditions requiring special management considerations when in hospital.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

The inspection regime must cover all people whether privately or state funded. Just because a person can afford to pay does not mean they are competent to assess

Would you support such an idea?

the quality of their care. Whenever citizens are involved in inspection there must be a standard of competence. Well meaning buffoons are not the right people to undertake such onerous tasks. People must be properly trained, properly assessed and qualify before they are let loose

Page 2: Submit your response

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Name R Norris

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I agree that the composition of both health boards and NHS trusts should share some core principles including delivering in partnership to deliver person centred care and a strong governance framework to enable boards to work effectively and meet their responsibilities. I also agree that all boards should have vice chairs, and that executive officer membership should include some positions that are consistent across local health boards but also allow some flexibility in appointments. I have noted the gravitas and experience that Powys Teaching Health Board (PtHB) independent members bring and, whilst welcoming consistency in approach across Wales, I feel strongly that there is a risk the White Paper seeks to introduce change rather than recognise and build upon good practice. More open and inclusive leadership can bring a positive difference without legislative change. I also note that the relationship between the CHC and the Health Board continues to develop and strengthen to a position where the two parties can, and do, disagree (often passionately, yet constructively) on some matters without it damaging their relationship. The Health Board and the CHC have invested heavily in developing their relationship, based on a common goal of improving services to individuals and our communities - ensuring that the needs of the patients and communities of Powys are at the forefront of all they do. However:

- the proposals in the White Paper individually, or collectively, do not appear to address the issues about some board cultures identified in earlier governance reviews. The White paper gives the impression that legislation alone will change Board culture – this is simply not the case.
- I do not agree with all the core key principles identified. Specifically, I cannot see that a re-titling of the role of 'independent' members would bring about a change in the perspective these members will bring – nor why such a change is needed. There is already a clear need for the whole board (and not just a re-titled public member) to understand and respond to the perspectives of the population in all board discussions and decisions.
- I consider that a re-titling of the current 'independent members' to 'public members' may cause confusion and give an impression that their role is to represent the public. I agree that a representative voice should be heard at NHS board level. Associate membership of boards could contribute to achieving this. However, care would be needed to ensure that any such associate member has a clear mandate from the wider population, for example, a representative from a new, stronger, people's voice body.

Do you agree with these proposals?

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I recognise the important role that Board Secretaries have within NHS organisations and welcome proposals to ensure this role is carried out consistently and not compromised through conflicting duties and responsibilities. In order that Board Secretaries are able to carry out their role as principal advisors to their NHS boards on governance matters, and so that they can properly protect the organisation they serve it is important that the role has sufficient status and protection. I am concerned as to whether: • an employee can independently challenge the Board (their employer) effectively? • the Director General of Health and Social Services will continue to be responsible for holding the Chief Executives of Health Boards to account? I welcome the proposal that the post holder should be the guardian of good governance (to challenge the decisions of the Chief Executive and Board) but note that the Board Secretary role does not challenge on behalf of the citizen – the post holder is not the voice of the patient.

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

As the current duties and definitions of quality are set out differently in a variety of places, this complexity confounds the ability of both bodies and individuals to understand and measure quality. I would want any new legislation to genuinely simplify and clarify what is expected of service providers and what quality means from a service user perspective. I believe that the actions needed to deliver services that meet public expectations on quality must extend beyond introducing primary legislation. Legislation in itself will not bring about a shift in culture and behaviours. A key concern is that this proposal does not provide the reassurance to the citizens and communities of Powys that the same Duty of Quality (and standards) will be applied to providers of health and social care services that are based in England.

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

In general terms, the public should and do expect that those responsible for providing their health and social care (both individuals and organisations) do so in a manner that is open, honest and frank. Moreover, I recognise that the current duty for NHS bodies to promote rather than require candour means that there is currently no sanction on bodies who fail to do so. On this basis, I support in principle the introduction of a duty of candour for health and social care providers. However, primary legislation in itself cannot bring about the cultural change necessary to embed this at every level in every organisation. I am concerned that the introduction of new legislation – if not done properly – could focus on the wrong things and distract from rather than bring about the change needed. To date, I am

Do you support this proposal?

unaware of any real evidence that the introduction of a duty of candour in England is benefitting patients by having a meaningful impact on organisational behaviour. My key concern is that this proposal does not provide the reassurance to the citizens and communities of Powys that the same Duty of Candour (and standards) will be applied to providers of health and social care services that are based in England.

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

The public expects clear and meaningful standards that apply wherever and whoever provides their care. Any such standards should be informed by and reflect what is important to people. I recognise that there may be a need to address the limitations within current regulations that specify what standards must be followed. In doing so, it is important that any new legislation is framed in a way that allows flexibility and adaptability to meet future expectations. I would welcome further clarity on: • who will inspect the inspectors/ regulators? • how will these common standards be reflected in cross-border provision of services?

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

People who have concerns about their health and social care should only need to raise these concerns once in order for them to be investigated thoroughly and on a timely basis. I agree that there should be a common complaints process across health and social care accessed through a single point. The focus of any new arrangements must be to ensure: ♣ easy access for people to raise concerns ♣ timely and co-ordinated investigation and response ♣ shared learning Any new arrangements must recognise the need to ensure co-ordination within health and care organisations/sectors and not just between them. I believe that a single independent complaints advocacy service should be an integral part of a new people's voice body. The valuable role of the independent complaints advocacy service, as provided by CHCs, must not be diminished. In England, the service has become one of leaflets and call centre advice rather than the hands on, personalised service currently available in Wales. Advocacy is a key element of the work undertaken by CHCs and should not be looked at in isolation. The proposals need to consider each aspect of work done by CHCs as the loss of any aspect of work would weaken the others. It is vital that a new representative body should offer a truly independent Complaints Advocacy Service. This must be completely independent of health and social care providers with whom the individual and/ or family has an issue. It is undeniable that some health care providers have not always been adequately responsive to concerns raised by families and patients about the quality of care provided. A localised service is critical, given the complex pathways that individuals living in Powys follow; the current independent

Do you support this proposal?

complaints advocacy service regularly deals with extremely complex cases that more often than not, relate to (and cut across) a number of service providers in England and Wales.

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

I welcome the Welsh Government's intention to create a stronger people's voice across health and social care. The White Paper provides a once in a generation opportunity to do this in a way that best serves the people of Wales in health and social care. I am not convinced, however, that the proposals as outlined will achieve this and am concerned they will dilute rather than strengthen this voice in the NHS. Further, I am concerned that the evidence presented in support of the proposals is flawed in some key aspects.

I am extremely concerned that the proposals contained within the White Paper do not reference or reflect the complex health and social care pathways that patients, individuals and families in Powys follow. These pathways are both cross-boundary and cross-border and are often a combination of both for primary care, secondary care and social care.

For example, a patient reported: "I have to travel 2½ hours to Stoke for cancer treatment. When I needed my operations I had to be there for 7am! My husband who takes me is 80+. The people in Cardiff have wonderful healthcare and don't understand how difficult it is for most of us living in Powys". [August 2017]

I am concerned that the White Paper proposals for a stronger citizens' voice body in Wales are predicated on a Scottish model that is not, and does not currently describe, or consider, itself to be a citizen's voice body.

a new, strong and meaningful peoples' voice body should be designed and developed with others in Wales, for Wales. We should learn from others' approaches and experiences and build on what is valued within our own current arrangements.

We should grasp the opportunity to co-create a new and exciting people's voice body with the capacity and capability to work with others to drive flexible and innovative ways of engaging and involving people of all ages - on the things that matter most to them and using their preferred ways of communicating.

In Wales, by and large we don't have a market driven health and care system. It's therefore important that our services are created with and for the people that use them. Not only do services need to engage on the matters they are thinking about, but people must have the opportunity to have a collective voice on the things that matter most to them.

Health and care organisations have the responsibility to respond appropriately when concerns are raised with them. However, those people in the most vulnerable situations may not be in a position to raise their concerns without independent support. Therefore, I believe that people in Wales deserve an independent, effective voice: one that is working hard every day to make sure peoples' views and experiences influence how their health and care services are designed and delivered, encouraging and valuing the diverse range of voices

Do you support this proposal?

across Wales. This voice needs to be capable of making sure service providers across health and social care are held to account for the services they provide to people and communities in Wales.

The purpose of a new people's voice body in Wales should be to:

“reflect the views and represent the interests of people in their health and social care services”.

A new people's voice body in Wales should have the following functions:

1) To encourage and support the involvement of people of all ages as individuals and communities in the design and delivery of services by:

- Engaging directly with individuals and communities on the things that matter most to them about their health and care services. Including engaging directly with people whilst accessing services.
- Supporting, encouraging and facilitating engagement and involvement through a formal alliance with others to promote co-production and co-design (building on the Scottish Health Council's model Our Voice) including English NHS Trusts, Local Authorities and other service providers.
- Working collaboratively and across-boundaries and across borders to develop a creative, bilingual and accessible platform for individuals, communities, regions and the wider population to share their views and experiences and influence health and social care design and delivery on a local, regional and national level.
- Informing the development of national standards and guidance for engagement and consultation which can be adopted by cross-border service providers
- Advising and supporting providers on involving people, including on engagement and consultation activity.
- Monitoring and evaluating the effectiveness of involvement, engagement and consultation. Checking that people have had the opportunity to be heard and that their views are properly considered and responded to.

Whilst I do not consider a new people's voice body should be checking compliance against standards (this sits better with others) it could and should refer concerns to responsible bodies if it appears standards for engagement and consultation have been breached.

2) To represent the interests of people in health and social care by:

- Scrutinising health and care policy, plans and performance locally, regionally and nationally. Challenging service providers and policy makers where improvement is needed
- Scrutinising the work of health and care regulators and inspectors
- Sharing ideas, information and concerns about health and social care to support service improvement
- Involvement in the co-design and development of services (including service change proposals)
- Providing independent advocacy support and assistance to individuals raising a concern about health and care services

For example, Powys CHC have, over the past 5 years, ensured that the views and voices of Powys patients have been considered and heard in the discussions, developments and decisions relating NHS England's Future Fit Programme (in this particular instance a strategic approach between Shropshire Clinical

Do you support this proposal?

Commissioning Group, Telford and Wrekin Clinical Commissioning Group and PtHB). Powys CHC are/ have been observers of the Programme Board, Joint Committee, the Engagement and Communication Work stream, the Integrated Impact Assessment Work stream and have attended numerous workshops and engagement events over the five years. Powys CHC, its members and officers, have consistently (and regularly) reminded partners of the need to ensure compliance with both CHC Regulations and the Welsh Government Guidance on Engagement and Consultation. The Future Fit consultation will be launched in October 2017. This represents the next stage of the process. Powys CHC members continue to strive to ensure that the voices of Powys patients are sought, listened to and incorporated in any future service changes.

I note that the White Paper provides no reference to the scrutiny role undertaken by CHCs. Powys CHC members sit on over 60 Boards, committees and sub-groups across England and Wales.

A new body should have the following rights:

- Right to visit unannounced wherever health and social care is delivered (NB. This would not extend to the homes of individuals) to report on its findings from an individual's perspective and to have those reports acted upon
- Right to co-operation from care providers in contacting people on their behalf for the purpose of collecting independent feedback about care services
- Right to be heard in health and social care (including on service change) by, policy makers, service providers, scrutiny bodies and regulators
- Right to a full, public and timely response from the above on concerns raised.

A new people's voice body should probably not take on the following existing CHC functions, duties or powers:

- ♣ Provide advice and information on health and social care services

The responsibility for this should be with health and social care bodies. The new people's voice body must have the right to challenge services where the advice and information is not sufficient, clear, accessible or accurate.

- ♣ Inspect premises

This responsibility should sit with relevant regulators/inspectorates.

- ♣ Responsibility to develop alternative models to service change proposals where agreement cannot be reached

I believe any lay organisation would not be equipped to meet this responsibility.

- ♣ Right of referral to Ministers on service change proposals

A new people's voice body should not be the decision making body for a proposed service change. All service change proposals should be open to public scrutiny. Where decisions are not considered to be in the public interest, the appropriate challenge is through judicial review.

So that a new people's voice body is, and is seen to be, independent, it should be established as a single legal entity on a stand-alone basis.

So that it is accessible and can respond quickly to what matters most to people and communities about their local services it should have a strong local presence and focus.

The organisational design of a new people's voice body must:

- ♣ enshrine the principle of decisions being taken as close as possible to the

Do you support this proposal?

people impacted

- ♣ provide for local determination of priorities according to evidence of local needs
- ♣ provide for the agility to take decisions that impact locally, regionally and nationally
- ♣ provide for clear lines of accountability within a strong standards & governance framework

Volunteers should be representative of the communities they serve and:

- ♣ be the lifeblood of a new people's voice body
- ♣ have the opportunity to contribute in different ways according to their skills and interests underpinned by a strong framework of modular and competency based learning and development.

A new people's voice body must be free to determine how it recruits its volunteers. In summary, I believe our outline proposals for a new people's voice body provides a strong framework on which to base future arrangements in Wales. However, the success of any future model will depend on the detailed arrangements being co-produced with partners and stakeholders. I ask that the Welsh Government looks to facilitate this approach over the 6-12 months following the consultation period.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

There should be a single approach across health and social care to handle service change proposals. I am concerned that the detail in the white paper proposals around a new service change process does not provide for this. Integrated service developments should be driven by communities whose contribution must be valued and utilised by decision makers in both health and social care. It makes no sense to develop a detailed service change process centred on NHS decision making alone. I am also concerned that the detailed process described in the proposals are based upon current practice in the NHS in Scotland which has been subject to a recent review that recommends a move away from this approach in light of experience. Specifically, the review recommends a shift from defining service change as significant or otherwise. The review states "decisions as to whether something should be seen as 'major' or 'minor'..... have become divisive, confrontational and detrimental to public confidence in the NHS". In the experience of Powys CHC, where service change has been successful the level and nature of involvement, engagement and consultation was proportionate and responsive to the needs of those affected. I consider that all service change should be open to public scrutiny. I agree with the proposals to revise existing guidance. The guidance needs to illustrate what effective engagement based on co-production principles looks like in health and social care. In revising and extending this guidance to social care, the Welsh Government should work with NHS bodies, social care providers, the people's voice body and others with a role in helping communities to be heard. The revised guidance should explicitly recognise that decisions taken nationally and regionally have a direct impact on how health and care services are designed and delivered locally and should provide greater clarity

Do you agree with this proposal?

as to how co-production principles will be used to ensure people are engaged at all levels.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

It is not clear how the proposals to overhaul HIWs underpinning legislation would inevitably lead to more integration and common methodologies between the two existing inspectorates (CSSIW and HIW). I recognise that removing the existing inspectorates from within Welsh Government and housing them within a Welsh Government Sponsored Body would bring more independence from government. However, it is difficult to see how the governance and accountability arrangements would work in a model that seeks to preserve the independence of three separate bodies within one Welsh Government Sponsored Body. The experience in Scotland with its Healthcare Improvement Scotland model (which houses within it a range of distinctive groupings, including its inspectorate and the Scottish Health Council) illustrates the challenges of maintaining an individual and independent identity for each.

Page 2: Submit your response

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Name A Wilson

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Legislation needs to provide clarity but alone it will not create a cultural change. Actions will be needed to deliver services that meet public expectations on quality. Integration is the way forward but the challenges in order to achieve this will require ongoing and focussed public and patient engagement alongside the most stringent governance and management framework

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

If duty of candour is introduced it has to be implemented correctly and focus on the correct things. If it is not focussed sufficiently then it will not bring about the necessary change nor be of any benefit to the public. A wasted opportunity as well as resources. Every single aspect has to provide clarity for the public.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

A high level set of standards will be required and be made clear to the public. Standards should take into account what is important to people. New standards need to be fit for purpose now and be adaptable to meet future expectations. The standards need to be based upon evidence, needs and engagement

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

People who have concerns about their health and/or their social care should only have to raise one concern in order for them to be investigated. A single access point of contact should be made available along with clarity and timely, well co-ordinated investigation processes. Shared learning and co-ordination within health and care sectors to be implemented and not just between them.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

There is nothing definitive in the White Paper that sets out how this new "citizens voice" will function. I would not wish for there to be any reduction in the current remit of the CHC role within a new model and in particular would wish for a continuance of the monitoring and scrutiny function they carry out. Any service changes have to be discussed with the current CHC's who are able to view from the patients perspective and to ultimately challenge the Health Board accordingly. How does the new model propose to engage with the public and patients as this is unclear. After engagement how are their views and experiences fed back to those who are the decision makers? There is no point in a faux engagement process if those views are never to be fed back into the system and actually have some value. There has to be evidence of the process. People do not just want to share their views and experiences - they want that information to be put to good use. The public deserve a voice and a voice that adds value and is taken into consideration is all aspects of health and social care. We do not subscribe to the Scottish Model that appear to have little value in how the public input shapes future decisions and policies. The public are entitled to a voice and equally to have that voice listened to and for those views to be considered in any decisions to be made.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

There needs to be a single approach to handle service change proposals and adding another layer in what is already an beurocratic overloaded process is not appropriate or useful. It will not add value or alter outcomes from what is already in place. Another procedural layer will provide scope for delays and complications to take place.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

A single inspectorate would be less complex for patients the public and the service but it will have to focus carefully on each element rather than implement a set of generic standards to be applied. Consistency in standards is good but only if they are comprehensive and provide adequate coverate of all necessary functions.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Independence of any regulator is what the public want and expect. A single regulator for health and social care that is entirely independent of Welsh Government is what would have to be implemented for it to be viewed fit for purpose and for the public to have complete confidence in their role. The production of such a model will require significant allocation of resources in order for it to provide clarity and to carry out the role in a robust and fully evidential manner.

Page 2: Submit your response

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Name T Masters

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

While we recognise the problems with Community Health Councils (CHCs) as outlined, we are not convinced that the current proposals offer an effective solution to them. We can see two potential problems with the proposed citizen voice arrangement. Firstly, it could readily replicate some of the problems with CHCs, such as a lack of representative membership. Secondly, and more importantly, we are concerned that as currently proposed it will not reach into communities effectively. In trying to represent everyone, as a national body, it could well end up representing no-one. Its functions, such as supporting future (unfunded, non-statutory) local networks and promoting co-design of services, seem weak, and we can readily envisage it appearing toothless – quite possibly for good reason. We cannot see any way in which this body would actually secure co-production of

Do you support this proposal?

healthcare. We would suggest having local or regional bodies sitting underneath the national structure and feeding up into it – however, this is very close to the current structure of CHCs. Reforming CHCs to address the specific flaws identified, including re-naming them and overhauling their scope, might therefore prove a better way forward. The current proposals risk abolishing the current bodies and then, effectively, not replacing them with anything.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

We welcome the commitment to co-production, and revision of relevant guidance, in paragraph 95. We feel that this push for greater co-production should be seriously attempted before changes to CHCs are made. Alternatively, the changes to CHCs should be made in such a way as to drive co-production: these engagement mechanisms should be built into service design processes, not inspection processes as proposed in the following section. As the proposals stand, we are concerned that the aim is to resolve tension between national and local agendas – which we accept can be a serious barrier to improvement – by simply silencing the local voice. The role of patients in the processes outlined in paragraphs 100 and 101 is in danger of being minimal, particularly if the proposed national citizen voice body is not effective in representing the patients who will be affected by any given set of proposals.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

We support the proposals to align the inspection and regulation of healthcare and social care, and agree that the current role of CHCs probably does overlap confusingly with the role of regulators. However, as observed above, we believe that the patient voice should be integrated first and foremost into processes for designing and implementing services, not just (or even primarily) into processes for regulating and inspecting them after they have been established.

Would you support such an idea?

Yes

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name J Kell

Organisation (if applicable) Patients Association

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No Response

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The CHC give patients/ relatives/ carers the opportunity to express their views at the point of care. CHC's visit wards/ departments/ GP's frequently, which provides them with a good knowledge of the NHS and the views of the local people. Many of their visits are unannounced and where issues are identified follow-up visits are carried out. I cannot see how removing a couple of the CHC key functions would strengthen the patients voice. This surely would mean far less visits undertaken I think the CHC's should remain independent to ensure patients views are heard and acted upon. CHC's should be provided with the necessary resources to advertise the work and services they provide. CHC's should be strengthened to enable them to challenge the NHS on issues that matter to the patients.

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Morgannwg LMC believes that patients have a right to an independent voice and support when raising concerns regarding matters relating to Health care. We believe that CHCs have provided this role effectively and are concerned that any new body may not be as independent and transparent. Confidence in the new bodies will depend on whether appointees are truly independent of political organisations or special interest groups. The process of appointing to the Boards should be based on nomination and election by the citizens of Wales and not by the Welsh Assembly Government.

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

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Name Dr Ashok Rayani

Organisation (if applicable) Morgannwg Local Medical Committee

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No Response

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Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

MUCH better and more compassionate training in conditions which present with 'challenging behaviour' (in itself an outmoded term - the behaviour is 'challenging' because it isn't understood) . I have family members with dementia and with learning difficulties, there are many issues with how they are treated by health and social care staff.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Essential - but how will it be monitored? If by existing staff, the issues will remain. I have seen staff altering notes, have seen my elderly mother shouted at by healthcare staff and the staff member then denying it in front of the staff nurse who also witnessed it. We are not able to see notes, attend meetings, stay on the ward to support dementia or learning difficulties even though it is a carers right to do so. There is too much appalling bad practice to leave it to existing staff to sort out, and what would their incentive be to do so, anyway?

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

There are issues with person-centred care if the person has cognitive difficulties. This can be used as an excuse to do nothing ("she refused to wash so I left her")

Do you support this proposal?

or to 'leave them to stew in their own juice' (a term I have heard used when my relative's OT had no experience of how to deal with a patient with learning difficulties).

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

As long as it doesn't just lead to bigger cover ups...

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

'autonomy to decide how it works at local level' - another way of saying 'postcode lottery'.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

'people led ' decisions - need to ensure that a truly representative sample is used. How will you engage with all sections of society who deserve equal voice but who may not get equal representation?

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

More independence and wider accountability are positive but still need monitoring to ensure fairness and transparency. I would not be confident in such a system being administered by existing staff

Would you support such an idea?

No Response

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Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Mae'n hanfodol bwysig cryfhau llais Cynghorau lechyd Cymuned ac nid eu disodli ac ail-sefydlu gyda chorff fydd a llai o bwerau a dim grym statudol. Mae'r gwahaniaeth mae gwirfoddolwyr y Cynghorau lechyd Cymuned yn ei wneud i gleifion led led Cymru yn amhrisiadwy. Mae'r gwybodaeth mae cleifion yn rhoi i'r Cynghorau lechyd Cymuned yn gyfrinachol, a ni fyddai cleifion yn fodlon rhoi'r gwybodaeth yma i sefydliad fysai ddim yn annibynnol. Mae'r Cynghorau lechyd Cymuned yn awr yn gorff mae cleifion, staff a'r cyhoedd yn gallu adnabod yn hawdd ac yn teimlo y gellir mynd atynt am gymorth. Mi fyddai ail-sefydlu'r corff yn creu ansicrwydd i gleifion, staff a'r cyhoedd, ac i be? gwastraff arian cyhoeddus fyddai ail-frandio.

Do you support this proposal?

No

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

Fel uchod

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

You state that the WG believes that board executive officer membership for local health boards 'should probably' include some key positions - We think the word 'probably' should be removed, as this could leave some question mark over the issue. We are pleased that these proposed regulations and agree that some flexibility is needed. We would also like to see a place reserved for voluntary bodies represented on each LHB and Trust.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Here we are unsure what the full ramifications could be. If the board is not accountable to the Chief Executive then who are they accountable to?

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

LHBs should work with other providers. They should also work to anticipate an aging population and engage fully with the Future Generations Commissioner to foresee changes in population and future wellbeing on the nation. There is naturally a lot of legislation and consultations on proposed legislation and regulation in existence, many small charities and provider will struggle to keep on top of developments. Whilst no system is perfect we would encourage The Welsh Government to ensure that even the smallest provider is aware of how to engage and why their views are important.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Do you support this proposal?

We would like to see the Welsh Government copy the framework England has and expand upon it. A Welsh Duty of Candour policy should cover Health Services, Social Care providers and Service Providers who deliver services on behalf of the Welsh Government including but not limited to charities, care homes, GPs and Dentists.

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

We agree that patients and their friends/relatives should receive a high level of standards. Similar to our above answer regarding a Duty of Candour, we would encourage an overall set of standards which can be applied to the whole health care sector regardless of the service, provider or location. We also firmly believe that patient assessments should be shared and accessible to other providers, to improve efficiency and decreases the repetition felt by many patients – this is especially noticeable with palliative and end of life care and can be highly frustrating to both patients and their families in the final few weeks/days of life.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

We agree with this and think it is especially important in terms of end of life care.

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

In principle we agree with this but we would query who would put themselves forward. Would it not be the same people and the same faces as currently get nominated? If the Welsh Government truly want 'ordinary citizens' to be elected/chosen there should be some consideration as to how this could be achieved before the changes are implemented. Many people would have assumed that the PCC elected across England and Wales would have some sort of special interest, and whilst it's true some do, they many are the usual candidates and the two elections to date haven't ignited the public's interest or understanding of the issues or individuals.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this

Do you agree with this proposal?

proposal?

We have nothing further to add to this.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

We are unsure on this and would rather not answer this question.

Would you support such an idea?

No Response

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Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Sort out your east area team for BCUHB and the corruption in preswylfa

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Chief exec to challenge east area team of BCUHB

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Make the east area team of BCUHB tell the truth publicly

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Keep our community health councils

Do you support this proposal?

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

No categorically not! CHC's are crucial to the communities they represent, giving vulnerable and timid patients a voice and advocacy.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Save our CHC's!!

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

WE NEED OUR COMMUNITY HEALTH COUNCILS TOO!!

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

HIW, CCSIW & CHC's to work side by side

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Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

We agree broadly with the principles and approach outlined in this section of the proposals. Whilst we agree that it is potentially important for a Director of Social Services to be a member of health boards, it is particularly important that this is not a token presence without real influence, albeit this would be subject to declarations of interest. We believe that a commitment to real health and social care transformation and integration should be reflected in the DSS being a 'core member'. We particularly welcome the endorsement of person-centred care as a key principle would flag the need for deep cultural change, particularly in the medical professions. We would seek greater clarity over the definition of a 'public member' and how they would function and be supported. We would seek greater clarity as to financial accountability by the board and individual members and it is as yet unclear how the recently established Regional Partnership Boards would relate to these new arrangements.

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

This needs a great deal more work if it is avoid the pitfall of creating fault lines within governance around which high stakes issues coalesce with potentially distracting or damaging consequences. To this extent the proposal appears to suggest that CX's need to so challenged and this surely begs the question of why this is not already provided for via the Board Chair or NHS Director or similar, and therefore in turn what the real purpose of a BS would be.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Since this is an established position in social services as a consequence of the 2014 Act, this is an important corollary for the NHS. It is important however not to add to or duplicate the regulatory burden in the sense that a great deal of work is already underway in partnership between health and social care in our region, to address the key objectives enshrined in this section of the proposals

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

It will be important that this concept is fully explored and understood by all partners but particularly in relation to a consultant led culture where this predominates. The scale and depth of the change required should not be underestimated if this is to be more than a principle in theory and will require significant training and development capacity and some re-design of individual care and treatment planning processes as safeguard against default away from person-centred care.

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

This has clear merit but we are conscious that there is already provision in legislation and regulation for joint investigation that simply needs to be strengthened and applied. We also have serious misgivings around the previous arrangements for the conduct of Stage III social services complaints (repealed 2013/4) when these were undertaken by health. Above all these were managed by people with little experience or relevant professional competence and generated something of an industry without discernible gain for complainants.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

Reform is clearly necessary in relation to CHCs. However it is disappointing and somewhat concerning that no reference is made to the critical role of local councils and ward members, nor to council scrutiny committees. It is our view that a genuine attempt to address the democratic deficit in health would entail much bolder proposals and build on the strength and depth of local councils in this regard. Local government has real expertise in citizen engagement and the proposals appear to miss any opportunities to bring health planning and patient empowerment into this arena. Nor has any attention been given to the role of the RPB in this regard which is innovating and delivering progress on relevant areas in this regard.

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Whilst regulatory compliance can be scrutinised by professionals with a common skill set the need for an improved and more analytical inspection function in social care is highly evident. If effective this would enable analytical inspection work to influence policy and more importantly assist organisational learning in terms of delivery practice and quality. It is important that this house is put in order before any attempt to merge the inspectorates is attempted. If attempted it will be vital to ensure that social services expertise is a fully equal partner and that it is not diluted by health service priorities; some level of internal separation and governance would be necessary to protect the integrity of the differences between the bodies.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

See above

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Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The new body would lose the right to be consulted by relevant health service bodies; to receive information from relevant health service bodies; to hold meetings with relevant local health boards; to provide an Independent Complaints Advocacy Service. Any new body needs to have authority, be independent and able to hold the Health Board to account, be transparent and ensure those receiving services are heard. Clinical standards are clearly important but services must also provide the care people would expect for themselves and their family. The voice of the patient will be lost under the new proposals. The current right of the CHCs to enter and inspect premises where NHS care is provided should be retained rather than only a statutory body going in. Where there is good liaison between the health Authority and Social Services the remit of CHCs could be extended.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

The points about the CHC outlined above.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name

Organisation (if applicable) -

If you want to receive a receipt of your response, please provide an email address.
Email address

Responses to consultations may be made public. To keep your response anonymous (including email addresses) tick the box.

Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

If I understand it right the danger is local population needs will be ignored in preference to wider perspective. This will mean rural & more sparsely populated areas will be even further disadvantaged to concentrate on highly populated urban areas. As everyone pays same % into NHS they should have same quality of accessible care without having to travel long distances unless very specialised.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

I do not believe social services would have knowledge to answer complaints about healthcare nor vice versa so could make complaints response take longer than even currently.

Do you support this proposal?

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

I feel this would effectively be removing the patients voice. I would prefer the opposite and promote CHC's more and give them more powers and independence from Health Boards & Welsh Government. Currently the CHC's budget does not allow them to promote themselves effectively and they should retain the right to refer any Health Board proposal to Health Secretary. Removing CHC's in England & Scotland has not worked despite trying 2 different alternatives so please learn lesson from history.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

This sounds like the Welsh Government do not want a body able to challenge decisions Health Board make, especially under Welsh Government "direction & guidance" If you truly want transparency a more independent CHC should be involved in ALL Heath Board service changes with right to challenge & refer if they disagree with any changes.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Would agree with first part of proposal but do NOT AGREE with second part about Welsh Government Sponsored Body as I think it would result in opposite of more independence. Give HIW & CSSIW more independence from influence of Welsh Government.

Would you support such an idea?

Yes

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Local health bodies and social care providers are poorly resourced to work with the public to consult, co-design and co-create. Consultations have little value and people's concerns are widely ignored on issues across the board. This results in dissatisfaction and a lack of interest. This particular consultation has been held over the summer holidays, and the public events organised were last minute ad hoc and in poor locations across Wales. I agree that the citizen's voice should be heard but any organisation replacing Community Health Councils needs to be independent. Local Community Health Councils should not lose their inspection role and statutory duty. They should be strengthened to reflect the fact that they have a wide base of volunteers that do a substantial amount of work and are the local 'voice'. The Welsh Board of CHCs should be reformed, it has been poorly

Do you support this proposal?

managed and does not provide the leadership that such an organisation should provide on an all Wales basis. I agree that CHCs should be more diverse in their membership but this also applies to Health Boards.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Any service changes should be transparent subject to scrutiny at all times. Health Boards do not have the capacity or resources to consult continuously. The case for change is never presented clearly and positively. Health Boards attempt to make substantial changes by suggesting they are insignificant rather than beneficial for service provision. Community Health Councils have worked hard to consult with the population and inform people of any proposed changes. Health Boards have failed. The new proposed citizen voice panel should not be used as a convenient tick box.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Joining together would increase capacity to do the work but ensuring independence would be challenging.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Need to ensure that citizens have a true voice and are clearly heard. The new citizen panels should retain statutory responsibilities in order to maintain independence. Any involvement should give citizens an equal status to scrutinise local health and social care services. It should not solely be a consultative role used by Health Boards to fulfil their continuous engagement strategy.

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Needs to be explicit regarding inclusion of primary care and in particular General Practice

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Again includes General Practice and needs to tackle issue of communication and IT!

Do you support this proposal?

No

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Concerned that 'people don't know what they don't know. For instance I now know about Occupational Therapy and the key role it plays in social services, primary care and hospital regarding functional independence and well being. Concerned that clinical decisions are made without understanding value and impact.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

A national body would inevitably be based in Cardiff. Wales has seven health boards, each one providing a very different type of service. We believe that another body based in Cardiff, and made up of people in that locality, would a) prioritise issues pertaining to Cardiff and its citizens, and b) assume that the type and extent of service on offer in Cardiff applies elsewhere: it doesn't. Cardiff's population has access to a great many specialised health services not available to people elsewhere in the country. Similarly, as a largely urban population, Cardiff's populace is able to access a much more comprehensive, consistent set of social and third sector services. A Cardiff-based body would have, we believe, little true comprehension of issues facing rural communities outside of the capital, including difficulties arising from geography / access / disbursement of funds. It would also

Do you support this proposal?

continue to compound the inequalities, real or perceived, by those living in other parts of Wales with 'power' being consolidated in the capital, and leading job roles once again being mainly based there. With the best will in the world, it is already difficult to get chief decision-makers to regularly visit North Wales, for example - we do not believe that having small, local bodies 'feeding into' one large, overseeing agency in Cardiff will have the same impact as giving equal power and autonomy to the equivalent 7 CHCs. We do think that citizen voice needs emphasising and would support aims to empower citizens further in the design and implementation of policy / services - but this needs to be done ACROSS Wales, and not 'mainly' within Cardiff. To do so simply builds more inequalities into the system. We also believe VERY strongly that any citizen-led bodies should retain the same legal clout as the CHCs. In other words, they should have the power and capacity to hold health boards / local authorities to account, in the courts if necessary. Without this capacity, any new bodies will lack teeth and, ultimately, be powerless.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

It is vital to ensure that any 'clinical' advice given has both professional AND lay-person input, with both having equal power. This requires a major change of culture: for example, patients continue to experience recalcitrance on the part of medics to 'share power' when it comes to decision-making about 'best' treatment. As a patient-led third sector organisation, we want to know how government plans to ensure that its policies are REALLY translated into action on the ground. This is where it becomes essential to give citizen bodies legal powers: if our voices continue to be ignored in clinical settings, what real power do we have to hold those responsible to account? Currently, the CHCs do have that capacity and it is vital it be retained. Once again, we would urge that real engagement with people across Wales means not consolidating all power in Cardiff by having just one Citizen Voice Body, based there, having all meetings there, and expecting representatives from across the country to travel down there. It is vital that Welsh Government remembers that those people best able to advocate for the health and social well-being of their local communities are probably the least able to participate in meetings which are almost always held in Cardiff.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Be aware that creating yet another body adds to bureaucracy, and makes the system even more difficult to fathom and navigate for the average citizen. Would

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

this body also be based in Cardiff???

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

Please see above. Yes, it is important to involve citizen voice - but that voice needs to be wholly representative of ALL Wales (see concerns about on Citizen's Voice Body). Once again, any independent agencies containing citizens, and responsible for inspection / regulation need to be adequately trained, resourced, and with legal powers.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name D Shaffer

Organisation (if applicable) Fair Treatment for the Women of Wales

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Please see CHC response document below which I completely agree and want to add support to in regard to this consultation

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Background:

Do you agree with these proposals?

Powys Community Health Council welcomes the opportunity to respond to the Welsh Government's White Paper: Services fit for the future.

CHCs are the independent watchdog of NHS services within Wales and seek to encourage and enable members of the public to be actively involved in decisions affecting the design, development and delivery of healthcare for their families and local communities.

CHCs seek to work with the NHS and inspection and regulatory bodies to provide the crucial link between those who plan and deliver the National Health Service in Wales, the English Trusts, those who inspect and regulate them, and those who use them.

CHCs maintain a continuous dialogue with the public through a wide range of community networks, direct contact with patients, families and carers through our enquiries service, independent complaints advocacy service, visiting activities and through public and patient surveys.

Through a series of summer engagement events Powys CHC asked people what was important to them about the proposals contained within the White Paper and looked at the different arrangements across the UK and beyond. Powys CHC considered in detail what others had said about the strengths and weaknesses of related arrangements in other UK countries.

Powys CHC was keen to engage with the wider communities and stakeholders of Powys in preparation for the submission of its response. Over the summer months Powys CHC members and staff met with key stakeholders and attended a number of events (including the Royal Welsh Agriculture Show and a number of other local agricultural shows) to seek the views of: individuals, community groups and organisations from Powys – over the 8 week period, Powys CHC members have been in touch with over 400 individuals across Powys.

We used a wide variety of methods to engage; face to face discussion, email, social media, telephone and land mail.

In addition to submitting its own response, Powys CHC has been closely involved in the preparation of the national response prepared by the Board of CHCs in Wales and fully supports the content of that document; it is a response that has been co-produced with extensive input from, and engagement with, all seven CHCs.

At the Full Council meeting of Powys CHC on 12th September 2017, members unanimously supported and agreed the proposed alternative/ new model that has

Do you agree with these proposals?

been prepared by the Board of CHCs to support the response to the White Paper.

Additional quantitative and qualitative information is attached in the form of the Powys CHC Annual Report 2016-2017.

This response represents our opportunity to be heard on these proposals and to highlight local concerns and place emphasis on issues unique to Powys.

OVERVIEW

Powys CHC strongly supports, and welcomes, the Welsh Government's aspirations for a health and social care system that enshrines good governance, telling the truth, delivering high quality services which are independently checked by an effective inspection and regulation regime.

We particularly welcome the aspiration to strengthen the people's voice across health and social care, and embed the key principles of co-design and co-production.

Powys CHC both notes and welcomes PtHB and Powys County Council's continued commitment to aligning and integrating both health and social care across Powys. Developing, co-producing and publishing the first Health and Care Strategy for Powys which builds on thousands of conversations between the people of Powys, Powys Teaching Health Board, Powys County Council and key partners over the last year.

Powys CHC has been an active participant in these developments and has attended workshops, working groups and engagement events. Powys CHC is represented on both the monthly Health and Care Standards meetings and on the Health and Care Strategy Board.

We recognise that primary legislation can play an important role in achieving Welsh Government aspirations for a stronger citizen voice.

However, there is little evidence to suggest that primary legislation alone would provide the catalyst to deliver real and long lasting change.

Powys CHC has concerns that in some areas the White Paper places an over reliance on legislation to deliver its policy aspirations rather than looking at other ways of doing so. There is a real risk in over using legislation in terms of the ability and flexibility of health and care services to deliver real cultural change and respond flexibly to future needs.

Powys CHC notes, if primary legislation is to be introduced, consideration must be given to the implication on services commissioned and provided by Health Trusts, Local Authorities and other service providers based in England.

Powys CHC notes that, generally, at a time of change, there is often focus on structure and not on organisational and individual cultures/ working practises/ behaviours.

Powys CHC believes that the Welsh Government should also consider the issue of organisational cultural changes (and challenges) in addition to structural changes

Do you agree with these proposals?

(and challenges).

Powys CHC is disappointed that the White Paper does not acknowledge the complexities faced by Powys residents and communities, in particular, Powys CHC notes, with concern, that:

The White Paper does not contain any reference, or recognition of the complexities of cross-border/ English services commissioned for Powys patients

The White Paper does not contain any reference, nor recognition of the complexities of cross-border/ English service changes for Powys patients

The White Paper does not refer in any detail to the current scrutiny role that the Powys CHC provides on behalf of Powys patients on over 60 Boards across Wales and England

The White Paper does not recognise the value that the community based membership (and networks) provide on behalf of Powys patients – the “eyes and ears”

Specific illustrative examples will be given to support these concerns in the substantive sections of the response.

Powys CHC would welcome the opportunity to work with the Welsh Government, key stakeholders and communities of Powys to ensure that any future model recognises and reflects these complexities.

We set out below our detailed response to each of the proposals.

CHAPTER 1 – Effective Governance

1.1 Board membership and composition

We agree that the composition boards of both health boards and NHS trusts should share some core key principles including, delivering in partnership to deliver person centred care and a strong governance framework to enable boards to work effectively and meet their responsibilities. We also agree that all boards should have Vice Chairs, and that Executive Officer membership should include some key positions which are consistent across local health boards but also allow some flexibility in appointments.

Powys CHC notes, as observers at the PtHB meetings, the gravitas and experience that PtHB independent members bring and, whilst welcoming consistency in approach across Wales, Powys CHC feels strongly that there is a risk that the White Paper seeks to introduce change rather than recognise, and build upon good practise.

Our own experience in Powys demonstrates the positive difference that more open and inclusive leadership can bring without legislative change. The relationship between the CHC and the Health Board continues to develop and strengthen to a

Do you agree with these proposals?

position where we can, and do, disagree (often passionately, yet constructively) on some matters without it damaging our relationship overall.

This has required a strong investment in the relationship from the Health Board and the CHC, based on a common goal of improving services to individuals and our communities - ensuring that the needs of the patients and communities of Powys are at the forefront of all we do.

However,

the proposals in the White Paper individually, or collectively, do not appear to address the issues about some board cultures identified in earlier governance reviews. The White paper gives the impression that legislation alone will change Board culture – this is simply not the case.

we do not agree with all the core key principles identified. Specifically, we cannot see that a re-titling of the role of ‘independent’ members would bring about a change in the perspective these members will bring – nor why such a change is needed. There is already a clear need for the whole board (and not just a re-titled public member) to understand and respond to the perspectives of the population in all board discussions and decisions.

we consider that a re-titling of the current ‘independent members’ to ‘public members’ may cause confusion and give an impression that their role is to represent the public.

Powys CHC agrees that a representative voice should be heard at NHS board level. Associate membership of boards could contribute to achieving this. However, care would be needed to ensure that any such associate member has a clear mandate from the wider population, for example, a representative from a new, stronger, people’s voice body.

Powys CHC believes that any recruitment process should involve stakeholders.

1.2 The role of the Board Secretary

We recognise the important role that Board Secretaries have within NHS organisations and welcome proposals to ensure this role is carried out consistently and not compromised through conflicting duties and responsibilities.

In order that Board Secretaries are able to carry out their role as principal advisors to their NHS boards on governance matters, and so that they can properly protect the organisation they serve it is important that the role has sufficient status and protection.

Powys CHC members raised concerns as to whether:
an employee can independently challenge the Board (their employer) effectively?

the Director General of Health and Social Services will continue to be responsible

Do you agree with these proposals?

for holding the Chief Executives of Health Boards to account?

Powys CHC welcomes the proposal that the post holder should be the guardian of good governance (to challenge the decisions of the Chief Executive and Board) but notes that the Board Secretary role does not challenge on behalf of the citizen – the post holder is not the voice of the patient.

CHAPTER 2 – Duties to Promote Cultural Change

2.1 Duty of Quality for the Population of Wales

We consider that as the current duties and definitions of quality are set out differently in a variety of places, it is complex for both bodies and individuals to understand and measure.

We would want any new legislation to genuinely simplify and clarify what is expected of service providers and what quality means from a service users perspective.

We believe that the actions needed to deliver services that meet public expectations on quality must extend beyond introducing primary legislation. Legislation in itself will not bring about a shift in culture and behaviours.

A key concern for Powys CHC is that this proposal does not provide the reassurance to the citizens and communities of Powys that the same Duty of Quality (and standards) will be applied to providers of health and social care services that are based in England.

2.2 Duty of Candour

In general terms, the public should and do expect that those responsible for providing their health and social care (both individuals and organisations) do so in a manner that is open, honest and frank.

We recognise that the current duty for NHS bodies to promote rather than require candour means that there is currently no sanction on bodies who fail to do so.

On this basis, we support in principle the introduction of a duty of candour for health and social care providers.

However, primary legislation in itself cannot bring about the cultural change necessary to embed this at every level in every organisation. We are concerned that the introduction of new legislation – if not done properly – could focus on the wrong things and distract from, rather than bring about the change needed.

To date, we are unaware of any real evidence that the introduction of a duty of candour in England is benefitting patients by having a meaningful impact on organisational behaviour.

A key concern for Powys CHC is that this proposal does not provide the reassurance to the citizens and communities of Powys that the same Duty of Candour (and standards) will be applied to providers of health and social care services that are based in England.

CHAPTER 3 – Person-centred Health and Care

3.1 Setting & meeting common standards

Do you agree with these proposals?

The public expects clear and meaningful standards that apply wherever and whoever provides their care. Any such standards should be informed by and reflect what is important to people.

We recognise that there may be a need to address the limitations within current regulations that specify what standards must be followed. In doing so, it is important that any new legislation is framed in a way that allows flexibility and adaptability to meet future expectations.

Powys CHC welcomes further clarity on:

who will inspect the inspectors/ regulators?

how will these common standards be reflected in cross-border provision of services?

3.2 Joint investigation of health and social care complaints

We consider that people who have concerns about their health and social care should only need to raise these concerns once in order for them to be investigated thoroughly and on a timely basis.

We agree that there should be a common complaints process across health and social care accessed through a single point.

The focus of any new arrangements must be to ensure:

easy access for people to raise concerns

timely and co-ordinated investigation and response

shared learning

Any new arrangements must recognise the need to ensure co-ordination within health and care organisations/sectors and not just between them.

Powys CHC believes that a single independent complaints advocacy service should be an integral part of a new people's voice body.

The valuable role of the independent complaints advocacy service, as provided by CHCs, must not be diminished. In England, the service has become one of leaflets and call centre advice rather than the hands on, personalised service currently available in Wales.

Advocacy is a key element of the work undertaken by CHCs and should not be looked at in isolation. The proposals need to consider each aspect of work done by CHCs as the loss of any aspect of work would weaken the others.

It is vital that a new representative body should offer a truly independent Complaints Advocacy Service. This must be completely independent of health and social care providers with whom the individual and/ or family has an issue. It is undeniable that some health care providers have not always been adequately responsive to concerns raised by families and patients about the quality of care provided.

Do you agree with these proposals?

Powys CHC believes a localised service is critical, given the complex pathways that individuals living in Powys follow; the current independent complaints advocacy service regularly deals with extremely complex cases that more often than not, relate to (and cut across) a number of service providers in England and Wales.

CHAPTER 4 – Effective Citizen Voice, Co-production and Clear Inspection

4.1 Representing the citizen in health and social care

Powys CHC welcomes the Welsh Government's intention to create a stronger people's voice across health and social care. The White Paper provides a once in a generation opportunity to do this in a way that best serves the people of Wales in health and social care.

We are not convinced however that the proposals as outlined will achieve this and are concerned they will dilute rather than strengthen this voice in the NHS.

Furthermore, we are concerned that the evidence presented in support of the proposals is flawed in some key aspects.

Powys CHC is extremely concerned that the proposals contained within the White Paper do not reference or reflect the complex health and social care pathways which patients, individuals and families in Powys follow. These pathways are both cross-boundary and cross-border and are often a combination of both for primary care, secondary care and social care.

Illustrative example from a recent engagement event:

"I have to travel 2½ hours to Stoke for cancer treatment. When I needed my operations I had to be there for 7am! My husband who takes me is 80+. The people in Cardiff have wonderful healthcare and don't understand how difficult it is for most of us living in Powys".

[August 2017]

Over the summer, CHCs asked people and bodies who represent them what is important to them and looked at the different arrangements across the UK and beyond. We considered in detail what others have said about the strengths and weaknesses of the different models. We have reflected on what works well in our current arrangements.

Given that the Welsh Government's proposals are drawn, in a large part, from the arrangements in place in Scotland, Powys CHC paid particular attention to the role and remit of the Scottish Health Council.

The Chief Executives of the Board of CHCs visited the Scottish Health Council to hear from them directly about the current arrangements; the recent review which identified a clear case for change in their role and remit and the on-going consultation about their future direction.

Do you agree with these proposals?

Powys CHC is concerned that the White Paper proposals for a stronger citizens' voice body in Wales are predicated on a [Scottish] model that is not, and does not currently describe, or consider, itself to be a citizen's voice body.

The CHC movement has jointly agreed what we consider to be the key functions and principles underpinning the detailed design of a new people's voice body for health and social care in Wales.

At the Full Council meeting of Powys CHC on 12th September 2017, members unanimously supported and agreed the proposed alternative/ new model that has been prepared by the CHC movement to support the Board of CHCs response to the White Paper.

Powys CHC recognises that legislation can provide for the introduction of a new people's voice body with a range of functions and responsibilities. A change in structure and remit itself however, cannot address all the challenges identified. We believe that a new, strong and meaningful peoples' voice body should be designed and developed with others in Wales, for Wales. We should learn from others' approaches and experiences and build on what is valued within our own current arrangements.

Powys CHC believes that we should grasp the opportunity to co-create a new and exciting people's voice body with the capacity and capability to work with others to drive flexible and innovative ways of engaging and involving people of all ages - on the things that matter most to them and using their preferred ways of communicating.

Why do we need a people's voice body at all?

Powys CHC agrees with the aspiration set out in the White Paper that health and social care bodies should get things right for themselves by continuously engaging with their communities. We also know that these bodies do not yet get this right every time – and we do not believe that new legislation alone will make this happen.

In Wales, by and large we don't have a market driven health and care system. It's therefore important that our services are created with and for the people that use them. Not only do services need to engage on the matters they are thinking about, but people must have the opportunity to have a collective voice on the things that matter most to them.

Health and care organisations have the responsibility to respond appropriately when concerns are raised with them. However, those people in the most vulnerable situations may not be in a position to raise their concerns without independent support.

We believe therefore that people in Wales deserve an independent, effective voice. One that is working hard every day to make sure peoples' views and experiences influence how their health and care services are designed and delivered, encouraging and valuing the diverse range of voices across Wales. A voice that is capable of making sure service providers across health and social care are held to

Do you agree with these proposals?

account for the services they provide to people and communities in Wales.

Powys CHC considers the purpose of a new people's voice body in Wales should be to:

"Reflect the views and represent the interests of people in their health and social care services"

What should a people's voice body do?

We believe a new people's voice body in Wales should have the following functions:

To encourage and support the involvement of people of all ages as individuals and communities in the design and delivery of services by:

Engaging directly with individuals and communities on the things that matter most to them about their health and care services. Including engaging directly with people whilst accessing services.

Supporting, encouraging and facilitating engagement and involvement through a formal alliance with others to promote co-production and co-design (building on the Scottish Health Council's model Our Voice) including English NHS Trusts, Local Authorities and other service providers.

Working collaboratively and across-boundaries and across borders to develop a creative, bilingual and accessible platform for individuals, communities, regions and the wider population to share their views and experiences and influence health and social care design and delivery on a local, regional and national level.

Informing the development of national standards and guidance for engagement and consultation which can be adopted by cross-border service providers

Advising and supporting providers on involving people, including on engagement and consultation activity.

Monitoring and evaluating the effectiveness of involvement, engagement and consultation. Checking that people have had the opportunity to be heard and that their views are properly considered and responded to.

Whilst we do not consider a new people's voice body should be checking compliance against standards (this sits better with others) it could and should refer concerns to responsible bodies if it appears standards for engagement and consultation have been breached.

Do you agree with these proposals?

Illustrative Example:

The Fan Gorau Inpatient Assessment Unit in Newtown closed in June 2016 due to safety concerns arising from the inability to maintain safe 24-hour staffing.

In response to this, a Dementia Home Treatment Team was established in North Powys to provide home-based support for people with dementia and their families and carers, along with a “crisis bed” to provide access to overnight care alongside the other services provided and commissioned by PTHB. Between February 2017 and July 2017, PTHB undertook an extensive engagement and consultation exercise (in close collaboration and regular communication with Powys CHC, and in line with both CHC regulations and Guidance for engagement and consultation) which resulted in a service change from a single location based model to a community/ home based model.

Summary - following 5 months of comprehensive, meaningful, inclusive engagement and consultation with the CHC, individuals and communities of North Powys (in line with CHC Regulations and Guidance), an enhanced, needs-led community based provision is now being delivered.

This significant service change should be recognised as an exemplar of good practise, for the inclusive approach that was adopted, in close partnership with Powys CHC.

To represent the interests of people in health and social care by:
Scrutinising health and care policy, plans and performance locally, regionally and nationally. Challenging service providers and policy makers where improvement is needed

Scrutinising the work of health and care regulators and inspectors

Sharing ideas, information and concerns about health and social care to support service improvement

Involvement in the co-design and development of services (including service change proposals)

Providing independent advocacy support and assistance to individuals raising a concern about health and care services

Illustrative Example:

Powys CHC has, over the past 5 years, ensured that the views and voices of Powys patients have been considered and heard in the discussions, developments and decisions relating NHS England’s Future Fit Programme (in this particular instance a strategic approach between Shropshire Clinical Commissioning Group,

Do you agree with these proposals?

Telford and Wrekin Clinical Commissioning Group and PtHB).

Powys CHC is/has been observers of the Programme Board, Joint Committee, the Engagement and Communication Work stream, the Integrated Impact Assessment Work stream and has attended numerous workshops and engagement events over the five years.

Powys CHC, its members and officers, has consistently (and regularly) reminded partners of the need to ensure compliance with both CHC Regulations and the Welsh Government Guidance on Engagement and Consultation.

The Future Fit consultation will be launched in October 2017. This represents the next stage of the process.

Powys CHC members will continue to ensure that the voices of Powys patients are sought, listened to and incorporated in any future service changes.

A new body should have the following rights:

Right to visit unannounced wherever health and social care is delivered (NB. This would not extend to the homes of individuals) to report on its findings from an individual's perspective and to have those reports acted upon

Right to co-operation from care providers in contacting people on their behalf for the purpose of collecting independent feedback about care services

Right to be heard in health and social care (including on service change) by, policy makers, service providers, scrutiny bodies and regulators

Right to a full, public and timely response from the above on concerns raised.

Powys CHC notes that the White Paper provides no reference to the scrutiny role undertaken by CHCs. Powys CHC members sit on over 60 Boards, committees and sub-groups across England and Wales.

Powys CHC does not consider a new people's voice body should take on the following existing CHC functions, duties or powers:

Provide advice and information on health and social care services

We believe the responsibility for this should be with health and social care bodies. The new people's voice body must have the right to challenge services where the advice and information is not sufficient, clear, accessible or accurate.

Inspect premises

We believe this responsibility should sit with relevant regulators/inspectorates.

Responsibility to develop alternative models to service change proposals where agreement cannot be reached

Do you agree with these proposals?

We believe any lay organisation would not be equipped to meet this responsibility.

Right of referral to Ministers on service change proposals

We believe a new people's voice body should not be the decision making body for a proposed service change. All service change proposals should be open to public scrutiny.

Where decisions are not considered to be in the public interest, the appropriate challenge is through judicial review.

What should a new people's voice body look like?

So that a new people's voice body is, and is seen to be, independent, it should be established as a single legal entity on a stand-alone basis.

So that it is accessible and can respond quickly to what matters most to people and communities about their local services it should have a strong local presence and focus.

The organisational design of a new people's voice body must:

enshrine the principle of decisions being taken as close as possible to the people impacted

provide for local determination of priorities according to evidence of local needs

provide for the agility to take decisions that impact locally, regionally and nationally

provide for clear lines of accountability within a strong standards & governance framework

Volunteers should be representative of the communities they serve and:

be the lifeblood of a new people's voice body

have the opportunity to contribute in different ways according to their skills and interests underpinned by a strong framework of modular and competency based learning and development.

In order to ensure equality, diversity and inclusivity, a new people's voice body must be free to determine how it recruits its volunteers.

In summary, we believe our outline proposals for a new people's voice body provides a strong framework on which to base future arrangements in Wales.

However, the success of any future model will depend on the detailed arrangements being co-produced with partners and stakeholders.

Powys CHC asks that the Welsh Government looks to facilitate this approach over the 6-12 months following the consultation period.

4.2 Co-producing Plans and Services with Citizens

Do you agree with these proposals?

Powys CHC considers that there should be a single approach across health and social care to handle service change proposals and is concerned that the detail in the white paper proposals around a new service change process does not provide for this.

Integrated service developments should be driven by communities whose contribution must be valued and utilised by decision makers in both health and social care. It makes no sense to develop a detailed service change process centred on NHS decision making alone.

Powys CHC also has concerns that the detailed process described in the proposals are based upon current practice in the NHS in Scotland, which has been subject to a recent review that recommends a move away from this approach in light of experience.

Specifically, the review recommends a shift from defining service change as significant or otherwise. The review states “decisions as to whether something should be seen as ‘major’ or ‘minor’ have become divisive, confrontational and detrimental to public confidence in the NHS”.

Our experience is that where service change has been successful the level and nature of involvement, engagement and consultation was proportionate and responsive to the needs of those affected.

Powys CHC considers that all service change should be open to public scrutiny. We agree with the proposals to revise existing guidance. We believe that the guidance needs to illustrate what effective engagement based on co-production principles looks like in health and social care. In revising and extending this guidance to social care, the Welsh Government should work with NHS bodies, social care providers, the people’s voice body and others with a role in helping communities to be heard.

The revised guidance should explicitly recognise that decisions taken nationally and regionally have a direct impact on how health and care services are designed and delivered locally and should provide greater clarity as to how co-production principles will be used to ensure people are engaged at all levels.

4.3 Inspection and regulation and single body

We are not clear how the proposals to overhaul Healthcare Inspectorate Wales’ underpinning legislation would inevitably lead to more integration and common methodologies between the two existing inspectorates (CSSIW and HIW).

We recognise that removing the existing inspectorates from within Welsh Government and housing them within a Welsh Government Sponsored Body would bring more independence from government.

However, it is difficult to see how the governance and accountability arrangements would work in a model that seeks to preserve the independence of three separate bodies within one Welsh Government Sponsored Body. The experience in Scotland with its Healthcare Improvement Scotland model (which houses within it a range of distinctive groupings, including its inspectorate and the Scottish Health Council) illustrates the challenges of maintaining an individual and independent identity for each.

Do you agree with these proposals?

Powys Community Health Council
September 2017

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Powys Community Health Council submission

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Powys Community Health Council submission

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Powys Community Health Council submission

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Powys Community Health Council submission

Do you support this proposal?

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

Powys Community Health Council submission

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Powys Community Health Council submission

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Powys Community Health Council submission

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Powys Community Health Council submission

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

Powys Community Health Council submission

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Inclusion of citizen voices to any decisions with a diverse mix of citizens, making sure areas other than Cardiff are represented. The protected characteristics with respect to consultation should be adequately reflected.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

As before, Inclusion of citizen voices to any decisions with a diverse mix of citizens, making sure areas other than Cardiff are represented. The protected characteristics with respect to consultation should be adequately reflected. This shouldn't be tokenistic.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Increase diversity again of any decision making process and ensure all parts of Wales are properly reflected.

Do you support this proposal?

No

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

Not supported currently as this is too vague. Much as it is important for the long-term goal to be integration at the moment the social model and medical model do not speak a common language. The good practice adopted by the social act in Wales is not seen when dealing with Wales NHS, as a person who is female, disabled and with chronic illness it is difficult to access the correct services without a battle. In order to implement this how would it be funded without a loss of vital services? How do people like me circumnavigate the need to take a man with me to appointments in order to be treated correctly? NHS Services UK wide are not working efficiently or effectively due to austerity and pseudo-privatisation coupled with years of inefficient management. How would integration change this? It should be a future goal however and we should lead the UK again. The UN convention mentioned our Social Services and well-being Act as one of only two positives during their recent critique of how the UK treat disabled people, Scotland received the only other positive mention. We should strive for any alliance of health and social care to be viewed the same. Our trial of the original NHS paved the way for accessible free health care and any move to integrate should remember those original principles.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Inclusion of citizen voices to any decisions with a diverse mix of citizens is needed though making sure areas other than Cardiff are represented. The protected characteristics with respect to consultation should be adequately reflected. There are many co-production groups in Wales such as in Cardiff University MSc Social Work course and the degree in Cardiff Met. Each co-production group has a slightly different focus, purpose and a wide range of members within. A central group for this service wouldn't be acceptable unless there were several branches all over Wales with a membership reflective of the types of service accessed. This would be most effective by not, as is the case now, many groups who operate individually, but as several groups closely linked. In Wales we also have a co-production network who have experience of training and linking these groups, getting them to remove hierarchy between citizens and professionals, helping lay-people add value by working in a more strategic, smarter way.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

As above. Inclusion of citizen voices to any decisions with a diverse mix of citizens,

Do you agree with this proposal?

making sure areas other than Cardiff are represented. The protected characteristics with respect to consultation should be adequately reflected.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

I would welcome this basic idea but until the combined services were up and running would worry that anything out of house (assuming regulation would be a not for profit venture) would be tendered to a company who either needed to show a profit at some level or to a third sector company with inadequate competence and high staff turnover coupled with a few years fixed term contract. This would lead to instability in the structure of assessment plus the third sector is increasingly using low paid staff with high turnover or volunteers without the required skill set or ability to commit long-term.

Regulation needs to be transparent to the public at all levels though so despite my worries I support a situation where initially regulation is done as set out in the proposal but with a view to get an independent auditor to enforce compliance.

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

• The current arrangements of the Health Board are such that the Chair of the SRG is currently an Associate member of the Health Board. Membership of the SRG within the ABMU Health Board area is largely comprised of third sector organisations that have been elected via the Third Sector Regional Health, Social Care and Well Being (HSCWB) Network to represent a specific equality dimension. In addition to being a member of the Health Board the Chair of the SRG is also a member of the Regional HSCWB Network. • These structures allow for meaningful engagement and an assurance that there are mechanisms in place within the health board that provide an opportunity for individuals to provide advice on any aspect of Health Board business. We feel that the SRG is key to helping to ensure that the Health Board is delivering person centred care and a strong governance framework, which in turn enables the Board to work effectively and meet its responsibilities. Given the importance of the role of SRG Chair we feel that there is a need for a stronger recognition of this and that the Chair of the SRG should therefore be considered as key member of the Board.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

We do not have any further comments in relation to this aspect of the proposal

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

• We feel that this is significant in relation to any future conversations regarding service change, as there will now need to be consideration for how the change affects the population of Wales as opposed to each own individual health board area. Whilst we understand the rationale for needing to take a broader view when considering issues etc., we are concerned about the impact this will have on the local population. We feel that there is a lack of clarity within the proposals with regards to how this will be executed and feel that it is therefore open to interpretation, which itself presents a number of issues. There is therefore a need

Do you agree with these proposals?

for further information/guidance in order to consider the true impact that a duty of quality for the population of Wales will have on individuals.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

We do not have any further comments in relation to this aspect of the proposal

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

We do not have any further comments in relation to this aspect of the proposal

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

We agree that there is a need for a consistent approach to dealing with complaints and that this is increasingly important for individuals that are in receipt of services from both health and social care, as it will enable individuals to only have to undertake one complaint process as opposed to multiple. However we are unclear on how this would work in practice and more importantly who will be responsible for dealing with the complaints.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

We welcome the intention to create a stronger peoples voice across health and social care. However we do not feel that the proposals outlined within the White Paper will necessarily achieve this for the following reasons: We are concerned that by taking a Wales wide approach local issues and views will be lost and in particular the views of those that are most vulnerable and considered 'hard to reach' within the community. We feel that it is important that any new Citizen Voice Body is able to scrutinise health and social care policy, plans and performance locally, regionally and nationally. We do not feel that this is currently adequately reflected within the White Paper proposals. We also feel it is important the

Do you support this proposal?

individuals are supported as necessary to raise concerns, so that individuals are able to have their specific concerns heard and addressed. We do not feel that this is currently adequately reflected within the White Paper proposals. The White Paper also fails to acknowledge the plethora of engagement mechanisms that are already in place across Wales. Whilst there is some acknowledgement for those that are linked with the statutory sector, there is no acknowledgement in relation to the mechanisms that are in place within the third sector. The third sector is well placed to engage with local communities as well as champion the voice of the individuals of which it serves. In addition to this the County Voluntary Councils also have a key role to play in establishing and supporting mechanisms of engagement such as networks and forums, which aim to ensure that the views of third sector organisations and individuals are considered. We therefore feel it is imperative that any future Citizen Voice Body establishes strong links with the CVCs and third sector. We welcome the recognition that there is a need to recruit volunteers locally. We feel it is imperative that the volunteers are reflective of the diversity of the population and that appropriate measures are in place to ensure that accessibility is fully considered within any new arrangements.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

We feel that all proposed service change should be subject to public scrutiny and that the engagement process should be reflective of the change being proposed. We do not agree that determining a service change as substantial or otherwise is appropriate nor do we feel that it is appropriate for the Health Board to consider whether or not the proposal is substantial or not.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Cross over and confusion of roles.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The new "CHC" needs to be one organisation with the ability for locally issues to be address by the local CHC . The CHC are currently not fit for purpose, what

Do you agree with this proposal?

replaces must have the authority to work on behalf of the public and patients of Wales to ensure they receive the best care possible.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

This may be a good idea as long as there are clear functions for each of the individual bodies and the voice of the public and patients of Wales are not lost with internal bureaucracy .

Would you support such an idea?

Yes

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Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

This is a joint response from the National Institute for Health and Care Excellence (NICE) and the Wales NICE Liaison Group. It should be noted that Health Inspectorate Wales (HIW) is part of the Liaison Group but will be responding separately. We note and support the proposal for an extended duty of quality for NHS bodies to promote more effective planning, collaboration and integration of services. NICE and the NICE Liaison Group believe that this would be further strengthened if health bodies and local authorities were required to have due regard to NICE guidance, quality standards and advice as part of this process. The multidisciplinary nature of non-appraisal guidelines can make them challenging to effectively assess and implement. Currently there is variation in Health Board approach to assessing and supporting the appropriate implementation of national guidance such as NICE guidance and quality standards. Explicit support for this would strengthen current provision of care NICE guidance and quality standards set out what high quality care looks like in health, public health and social care. They are recognised internationally as being based on the best available evidence on what is effective and also what is cost effective. NICE guidance is developed through a robust process with a clear conflicts of interest policy and public consultation. Organisations (including NHS bodies, local authorities and the third sector) that use NICE guidance and quality standards in systematic way can be confident that they are using their resources wisely to deliver the best outcomes for citizens. In the context of the proposed requirement for organisations to collaborate, NICE guidance and quality standards, used in a systematic way will, help organisations to develop, and work towards, a shared vision of quality.

Do you support this proposal?

No Response

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This is a joint response from the National Institute for Health and Care Excellence (NICE) and the Wales NICE Liaison Group. It should be noted that Health Inspectorate Wales (HIW) is part of the Liaison Group, but will be responding separately. NICE and the NICE Liaison Group support the development of a common set of high level standards which apply to health and social care. NICE has published a suite of 161 evidence based quality standards (with a further 16 in development) covering a wide range of conditions, diseases and population groups. NICE quality standards can be considered a condensation of a topic and set out priority areas where there is variation in care, for quality improvement . They can also be used to as part of quality assurance or regulatory processes and frameworks. Each standard comprises a number of statements, usually up to 5, and information on how to measure progress Welsh Government, NHS bodies and local authorities have access to these quality standards as part of the service level agreement between NICE and Welsh government. To date there has been relatively little evidence of NICE quality standards being used in a systematic way in Wales, however there is an opportunity to address this by using them to inform, or indeed comprise, some of the common set of high level standards. NICE and the NICE Liaison Group would encourage Welsh Government to consider this and would be keen to work with any interested party or group to discuss and advise how the quality standards can be best used to support the proposed high level standards. It should be noted that Individual clinicians and teams should seek to apply recommendations as appropriate to the individual circumstances of and what is important to individuals/ citizens

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name C Connell

Organisation (if applicable) National Institute for Clinical and Health Excellence and Wales NICE liaison group

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

My main concern with this is that it seems to further reduce the autonomy of the Health Boards - it is very clear that my health board is a political puppet of the Welsh Government - who also appoint the 'independent' members, so there is no proper scrutiny and medical need is trumped by political expediency. One county has benefited greatly because the other two have been - and are being asset stripped. As far as I can see, these proposals seek to increase and accelerate this process.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

I would be interested to know where in the current political climate it will be possible to find Board Secretaries of the calibre to fulfil this role?

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

If this were done equably, I would not object, but the emphasis on critical mass in healthcare provision results in concentrated provision in urban areas - particularly along the M4 corridor - at the expense of rural areas with an inferior infrastructure. Vast swathes of Wales have already been significantly disenfranchised and this can only exacerbate the situation.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

There is no 'openness and transparency' in the NHS. We are presented with bland, open ended statements with which we are expected to agree, then this assent

Do you support this proposal?

(objections are ignored/ overridden) is used to justify a model of service delivery which is greatly inferior to that it replaces. When my Health Board uses the phrase 'open and transparent' I now wonder what they have got to hide and which service we are to lose next.

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

The words 'regardless of the location of care' bring a chill to the heart of those of us who are now obliged to travel far further to receive an inferior level of care. If you truly intend to deliver a high level of care it HAS to be accessible - reliance on a mythical pool of volunteer drivers or a charitably funded air ambulance which has obvious restrictions in terms of capacity/availability and weather restrictions is quite frankly insulting. WAST are already spending a ridiculous amount of time on inter hospital transport and the knock on effect of centralisation on primary care has been devastating.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The CHC should be part of this process - they need greater powers and more autonomy rather than abolition.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Currently the CHC provide an advocacy service - this, whilst not perfect, is crucial (particularly when Health Boards appear to have a rather cavalier approach to complaints - sorry, 'concerns!') Furthermore the right to refer issues to the Cabinet Secretary is VERY important if there is supposed to be a distinction between the Board and the Welsh Government - removing this implies that there is no distinction. CHCs need to have increased powers and to incorporate people who question the status quo - in the past ten years all critical voices have been marginalised (ousted?) from my CHC and their impact has been muzzled as a result. Effective scrutiny is essential to healthy government and currently it seems that only those who are prepared to toe the government line have a voice. I personally have an aversion to the word 'citizen' - it sickens of the French & Russian Revolutions and Tooting Popular Front.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Given the catastrophic impact of their policies on healthcare in my own County to date, I have no confidence whatsoever in the Welsh Government and this just seems a smokescreen to push through further centralisation of resources on the grounds of political expediency rather than clinical need. As our 'independent' Board Members are appointed by the Welsh Government, there is no truly independent voice and no scrutiny. 'Engagement' is a farce and this will just be another talking shop (alongside the 'public Service Boards') to perpetuate the pretence that anybody cares about the non urban parts of Wales.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

The biggest problem with the integration of Health and Social Care is that the budgets are disparate - we have seen excellent facilities close in our locality because of changes to the funding - particularly of the transport necessary to access the facility. This is a false economy because it increases isolation and further impacts on mental health services. Meanwhile the Health Board and Local Authority are too busy blaming each other to address the service reduction. However unless this can be addressed, I am very wary of further legislation because it will just create more 'red tape' - more time on form filling means less time to actually do the task in hand.

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

Sort out the budgets - there is a suspicion that pushing some services into the community is just a means for the Health Board to put the onus onto cash strapped local authorities. Given that urban authorities are treated more favourably than rural ones under the current budget, once again rural populations are disenfranchised.

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

There should be an Independent Advocacy Service for the purpose of supporting patients/complainants through the process as well as there being a joined up system within the now very separate bodies.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Presently CHC's are Independent Statutory organisations which represent their local public. They are member led (voluntary members) who, through their contacts, have a real feel of what is going on around them in their communities. HIW is one large organisation covering the whole of Wales with a limited staff and no volunteer members. I cannot see how 2 completely different organisations with

Do you support this proposal?

different values and perhaps more importantly different approaches would be able to come together without completely destroying BOTH and starting again. This would be disastrous as all the expertise would be lost, public confidence would be lost and the hard slog of making the public aware of the existence of the new body would potentially take years. Presently CHC's make unannounced visits to hospitals and this has proved to be very effective, HIW's visits are always planned allowing those bodies the chance to put their house in order in time.

Recommendations from CHC's to the bodies are followed up by the organisation diligently. I am unsure whether this is the case with HIW. I believe that this area should be strengthened. Advocacy has always been an important area and one well appreciated by those who have used it. I don't believe that this should become an all Wales Advocacy Service but should be kept at a local level either within the CHC or as a stand alone Advocacy Service with joint responsibility for Health and Social Care

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

It would challenge the independence of the organisation

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

I support the joining of HIW and CSSIW

Would you support such an idea?

No Response

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Better use of the Community Health Councils must be made and build upon the foundation of the CHCs at a local, county, level. The CHC function must be strengthened, not weakened, and use this mechanism to develop health and social care County Citizen Panels (or use existing mechanisms to join forces)

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

No need to re-invent the wheel - strengthen and improve the CHCs to enable them to understand and undertake effective Citizen Voice and co-production and build upon the inspection work that the CHCs undertake. The CHCs are nearly a Citizen Panel - they are largely made up of volunteers that have a county-base

Do you support this proposal?

forum/network - it just needs to be improved, strengthened and listened to! Use the mechanisms that are available and improve them, don't keep re-inventing.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

No need to re-invent the wheel - strengthen and improve the CHCs to enable them to understand and undertake effective Citizen Voice and co-production and build upon the inspection work that the CHCs undertake. The CHCs are nearly a Citizen Panel - they are largely made up of volunteers that have a county-base forum/network - it just needs to be improved, strengthened and listened to! Use the mechanisms that are available and improve them, don't keep re-inventing.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Improving relations between Health and Social Care at any (and all) levels is essential, including legislation. Why not strengthen the role of the CHCs to do this? Use what we have in Wales and build upon the networks and involvement that the CHCs have in their localities and counties and improve the CHCs. Go back to the previous models of county-based CHCs and see how well they used to run! People want to have a voice locally - give the CHCs advice and guidance about engagement (10 principles of effective public engagement), co-production, strengthen their scrutiny functions etc etc and enable the CHCs to improve.

Would you support such an idea?

No

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

There should be a clear framework to govern the limits of the "flexibility" for appointments to the board. This needs to include managing the ratio of officer members and non-officer members. But some level of flexibility can be helpful to help meet local needs. Would it be helpful to have a representative of the CHC (or whatever replaces it if it is scrapped) sit on the board as an associate, non-voting member. This would help to ensure that the patient's voice is fairly and independently represented at the highest level.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

It is important that the role of the board secretary is realistic and manageable, and properly resourced in order to ensure that they can be effective in the priorities of their work - ensuring good governance. This role should be clear and consistent across Health Boards.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

It is important that healthcare services move with the times and a more integrated system is clearly the way things are going. The most important thing is that everyone's needs are served and that patients are not disadvantaged by living in a particular area. In a country like Wales, with a relatively sparse and spread population, it is vital that health boards and local authorities are able to work together to ensure the wider population can access the care and support they need. Local decisions do need to take into account the impact on the communities beyond their own health board or local authority boundaries. However, it is important that this doesn't compromise on ensuring that services are set up with local needs in mind. Living in Morfa Nefyn is a world away from living in Cardiff and there has to be locally driven planning and decision making.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

It's definitely time this was introduced in Wales. People are more and more aware that the NHS is their service, it belongs to the people and as such it should be open and transparent. It is not in anyone's interests to restrict this. It would encourage high standards and help the public to have a better understanding of the services they access.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I find it incredulous that the standards are so disparate that this really needs to be done. My gut instinct that this process of developing standards is just a job for a bureaucrat and that if the standards are largely coherent across the two sides then there is no need to spend resources on developing one overarching set of standards. However, if it is the case that the standards are very varied and incompatible then this is something that does need sorting out. But it really needs to be done in the most efficient way to avoid pouring resources into something that really shouldn't be rocket science.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

From a patient's perspective there is no great divide between health and social care. Many people can't distinguish clearly between what is a health need and what is a social care need and it is baffling to most as to why the two are so divided. When it comes to raising concerns, the issues often overlap and interlink and it makes no sense to have to cleave the different elements apart into two separate processes. There should be one process, adhering to the Ombudsman's model complaints process, and there should be an expectation that joint investigations will be undertaken wherever possible - as they are with GP practices/health boards/trusts under the current arrangements.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Do you support this proposal?

The idea of having an independent voice for patients and service users across both health and social care is a positive one. It's not fair that patients have CHCs to support them in dealing with the NHS but there is no equivalent body in social care. Having said that, the CHCs work. Why throw out the baby with the bath water to make something new? Why not build on the good work of the CHCs, strengthen and expand their role and duties. It is clear from the engagement work that has been done around this White Paper that people feel passionate and defensive about their CHCs. If the government scraps the CHCs, even if the new body is fantastic, they will be starting on the back foot because the public will already be mistrustful and sceptical following the abolition of their CHCs.

As far as I can tell there is no duplication between the work of the CHCs and HIW. HIW conduct intermittent inspections of random sites and look into the detail of clinical governance. CHCs regularly monitor their local health services from the perspective of patient experience - the lay person's view and the views of the most important stakeholders of all...patients themselves! CHCs go back time and time again to check on the progress of improvements to ensure that issues don't rumble on for years on end. Unless the remit and inspection programme of HIW is significantly increased to include much more regular follow-up visits and a much more consistent programme across every site in Wales then all this change would mean is that health care sites would have far less independent monitoring and scrutiny.

What I can't understand about this proposal is who benefits? If the monitoring/scrutiny role is taken away from the independent patients' voice body (i.e. the CHC), who does that benefit? What gets better? How is this an improvement?

The other gap in the proposed change is the independent patients' voice body's role in directly engaging with the public to gain the patients' perspective. Although I am very much in favour of supporting health and social care bodies to do their own engagement well and a citizen voice body could be very helpful in facilitating and scrutinising that process, many members of the public feel more comfortable discussing their views with an independent body. This is demonstrated by the way the CHC is currently utilised in engaging with patients directly, for example, on GP closures or contract changes. A lot of patients opt to discuss their concerns directly with the CHC rather than going through the GP practice or health board when they are informed of upcoming changes. Again, who benefits if there is no independent body gathering patients' views? How is this an improvement? Surely the best way to improve the current situation is to strengthen and enhance the role of the independent body (i.e. the CHC) to engage with service users and the public regarding social services.

The other area of concern is that the Complaints Advocacy role does not appear to be proposed as a statutory core function. In the White Paper is it worded as a bit of a "could be" "maybe" "if we fancy" sort of way. Perhaps this is not the intention but, given that this service has proven itself invaluable to countless patients and their

Do you support this proposal?

representatives, I think it is essential that the advocacy service is maintained as a statutory core function of the CHC or whatever replaces it.

Also, the value of hosting the complaints advocacy service alongside the engagement and monitoring functions of the CHC should not be underestimated. The intelligence gathered from concerns that are raised can be used to great effect (albeit completely anonymously) in informing visiting programmes and providing an overall picture of how the health service is performing or whether there are systemic issues in a particular area. Again, who actually benefits if these functions are separated? How does this make things better?

It is so important that change isn't brought about just for the sake of change. There has to be a clear idea of how the change will make things better.

Another important element is the way CHCs represent their local populations. Tying in with the duty of quality is important and so I can understand the need for a national voice. However, this must not be at the expense of local voices. The relationship CHCs have with their local populations is invaluable and there can be no benefit to trying to spread this out thinly across the whole of Wales. Any citizen voice body must have a local presence and the ability to engage with local people to best understand and represent the needs of that population. South Wales cannot speak for North Wales any more than North Wales could speak for South Wales. While national cooperation and cross-boundary working is important, it would be extremely harmful to try and homogenise the voice across Wales. Our country is too vast and varied for that to be helpful to anyone.

One possible advantage of reviewing the structure and role of the patients' voice (i.e. the CHC) in Wales would be to address the current unfortunate situation of the CHC's hosting arrangements. An independent body should not ideally be using a local Health Board to provide its payroll services. The citizens voice either needs to be resourced to undertake its own payroll and HR work or it should be hosted by an organisation that has no vested interest in the NHS or social services. It makes for an apparent conflict of interest that staff of the independent body are actually employed by a local health board. Even if this does not compromise their independence in practice it doesn't look right and creates confusion for the public when trying to understand how the CHC fits into the picture of NHS services.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

I can see the advantage of encouraging more decisions to be made locally and trying to avoid ministerial intervention as much as possible. However, I have questions about how the criteria would be set and who would scrutinise the health board's decisions about which proposed service changes are considered

Do you agree with this proposal?

"substantial." Once again there is the major issue that the citizens' voice body would not be engaging directly with the public. So the public's voice would not be independently represented. I think my comments above cover this point sufficiently. Under the proposed arrangements, the public's viewpoint must have parity of esteem with the clinical advice. Another question I have about this aspect is why this would only relate to health care services. If these proposals are intended to bring health and social care closer together and address the imbalance of representation and support for the public within the two areas, why is there no proposal for how the public will be represented when substantial service change is proposed within social services?

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

It would make sense to bring the two under one roof. There is a lot of overlap between the two (especially in care homes for example) and patients don't see the differences. Why have two bodies working together when you can have one body covering all aspects?

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name E Bacon

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Ideally, Boards need to develop and maintain a core membership if they are to improve the consistency of decision making, accountability and enhance their collective expertise. RCSEd would like to see increased representation from the surgical, medical and pathology professions to reduce the overall reliance on Medical Directors, who themselves have limited clinical sessions, is insufficient.. In terms of surgery, given the reported increase in waiting times, we believe a constant surgical presence would help focus attention on waiting times and help develop effective solutions. Similarly, to ensure the Board remains grounded, more patient centred and less target driven, the Director of Nursing must be also be a core member. In terms of non-clinical members, a core should consist of the CEO; the Finance Director and IT Director.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The terms of reference should be standardised in respect of responsibility, scope of portfolio, reporting lines and available resources for all Board Secretaries. The exact duties undertaken by the Board Secretary must be clearly defined to avoid potential conflicts of priorities and interests and there also needs to be some independent support (alongside statutory protection) for Board Secretaries undertaking whistleblowing roles.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

RCSEd believes that population based interventions are the most cost-effective solutions to improve the wider population health. However, whilst we commend and support the aspiration that individuals need to take control of their own health, patients often only address personal lifestyle health issues once they have been diagnosed with an illness rather than take steps to prevent it in the first place. In terms of partnership working, we would like consideration also be given to those specialist services that may be better delivered in England to ensure reciprocal

Do you agree with these proposals?

standards and service improvements.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

This statutory duty of candour should be extended to include homeopathic/alternative services and services provided by the charitable sector.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

RCSEd believes it should be mandatory for the same strategic key principles to be adopted across all organisations. Sufficient funding must be provided for social care, matching that given to providing the identical service in the health care setting, to ensure these standards can be achieved.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Joint processing of complaints, which span both sectors, will extend the interval required to provide resolution. In the vast majority of cases, one sector is responsible for the major complaint, with the other being involved in subsidiary complaints. The expense and possible duplication of work for one of the respondents in many cases could not be justified.

Do you support this proposal?

Yes

Can you see any practical difficulties with these suggestions?

RCSEd recognise that services will only improve when they are informed and shaped by people who use those services, their families and carers, and local communities. Public perspective is important to help in the development of standards and guidelines, facilitate sharing of good practice and with inspections. The third charitable sector, also representing the interests of patients and carers, should be invited to work on areas of shared interest. Interaction with both is essential to ensure that health services are sensitive to the needs and preferences

Do you support this proposal?

of patients but it is important to benchmark the quality these volunteers to ensure that they are providing a true and balanced view of the service focussing on the things that matter most to patients. The facility to refer a matter to the Cabinet Secretary for decision if the new body is not satisfied a proposal would be in the best interests of their local communities should be retained, particularly when the service development crossed Local Health Board boundaries or involves consideration of contracts with England.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

The citizen voice body will facilitate service users input into service change decisions but is unlikely to influence the pace of change. The public currently have unrealistic expectations of what the NHS/social services can provide, often fuelled by politician's rhetoric, within the present financial constraints. It will be essential that the citizen's voice body is educated in regard to budgets and accepts its role in rationing some services to remain within the budgetary constraints.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

RCSEd believes that a single body will enable some pooling of resources, reduce duplication and provide a single point of contact for those wishing to raise concerns.

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

This idea has some merit but in the first instance the fastest way to improve the current process is to work on the above. An independent Advocacy Service should cover both health and social care.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name C Sanderson

Organisation (if applicable) Royal College of Surgeons of Edinburgh

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Email address

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

I agree that different organisations should work together to investigate complaints but an independent body is required to oversee the process ensuring and in some instances instructing bodies to comply with the investigation otherwise this proposal will fail in the long term. There should also be an advocacy service in place to support the individual through this daunting process otherwise many people will refrain from complaining or their voice will be lost in the process.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Even though the above statement appears to give the citizen a greater voice in any process the white paper does not clarify how this will improve the present system

Do you support this proposal?

or provide a stronger voice for individuals wishing to complain. In fact, the white paper appears to provide little if any improvement on the present system and the proposed arrangements appear woolly as to who will organise, oversee this role or support people to have a voice.

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Again the above statement would appear to improve the present setup but the proposed structure to deliver this objective in the white paper is unclear as to how this will be delivered.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

As well as considering service planning across the boundaries of Welsh Heath Boards, it is essential that the availability of services in neighboring parts of England are also considered and utilized e.g. Bristol/Chester etc. If there is already a major trauma center in Bristol, then it may prove safer and more efficient to treat Newport residents in Bristol than further West, same for special care baby unit in Liverpool for some North Wales residents etc.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Whilst elements of co-production with citizens are important at the options development stage, we strongly believe that any continuous engagement SHOULD NOT REPLACE the existing wide ranging formal public consultation that is required whenever there is substantial service changes within the NHS. It has to be recognized that as we move towards centralizing services to improve quality and safety, it is often going to be unpopular with the public/citizens, and so we need HB decision makers and politicians that are prepared to take difficult decisions that are better in the long run, BUT this does not eliminate the need for consultation with the public, since this often brings out critical aspects that can be easily forgotten when proposals are solely developed by management and government.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

do not remove the statutory requirement to 'involve and consult'!

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name K Holmes

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

While we support any initiative to strengthen the patient voice, there is insufficient detail on the proposed new national arrangement to determine whether it will sufficiently replace and improve on Community Health Councils. We need to better understand the principle behind this change and how the new system will work before we can comment on our support for this proposal.

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name T Windle

Organisation (if applicable) Prostate Cancer UK

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Care & Repair Cymru (C&RC) is the Older Peoples Housing Champion. Our local agencies work to ensure that all older people in Wales live in homes that are safe, secure and suited to their needs. Our services are innovative, client-centred and work across traditional housing, health and social care sectors. We help around 30,000 older people every year, identifying health risks and hazards in their homes and developing solutions that promote health, prevent hospital admissions, facilitate hospital discharge and enable them to remain independent. We have extensive partnerships with health bodies throughout Wales and understand the importance of leadership in the sector.

We agree that health boards need a membership which “understands and reflects current priorities but can adapt to changing needs”. There is no greater challenge to the NHS than that presented by demographic change. As our population becomes proportionately older and individuals live longer, with more complex health conditions, there will be no higher priority for the boards than managing the consequential rise in demand and cost. Welsh Government’s new national strategy, Prosperity for All, acknowledges this and states “In order to safeguard the health service and meet its wider responsibility for health improvement, we need to increase the pace of innovation and integration, especially in relation to its critical place in the overall health and care system”.

Health Boards need a membership with the strategic breadth, insight and intelligence to commission and embrace services which exist beyond traditional health models and are capable of mitigating health service pressures - services that focus on prevention and health resilience, and whose outcomes alleviate patient demand and save costs.

In addition to the boards’ citizen representation (which is addressed in the proposals), we believe there are two other voices that should be represented on every health board in Wales:

- Housing - has a fundamental role to play in the health of an individual and reducing demand on health services. The causal links between poor quality housing and ill health is well documented: poorly heated homes are directly implicated in excess winter deaths, respiratory disease and circulatory disease. C&RC’s work on falls demonstrates an equally close connection between housing and accidents in the home, and the consequences for health services: 50 percent of people aged over 80 will fall in their home this year; an older person falls every

Do you agree with these proposals?

6.5 seconds and calls an ambulance every 30 seconds; falls have a devastating impact on older people's lives in terms of injury, loss of confidence, fear of falling again, reduced activity and, as a result, repeat falls.

The cost of falls to the NHS are estimated at £67m a year. The cost of a hip fracture, in terms of NHS care, is nearly £29,000. Yet, the timely installation of hand and grab rails can be less than £300; home adaptations that reduce the need for daily visits and home care can save between £1,200 and £29,000 per person per year; a Disabled Facilities Grant allows an older person to continue living at home for four more years, saving over £100,000 in residential fees. Of the 18,000 people receiving our Rapid Response Adaptations service, 4,500 were enabled to return home from hospital whilst 15,500 had works done that helped prevented hospital admission.

- The third sector – has a reputation for being innovative, responsive and capable of adaptation, key qualities required of the Board. For example: C&RC's contribution to national work on Enhanced Adaptation Services brought a different, more immediate community and client-oriented perspective to those of Welsh Government (Housing, and Health and Social Services Integration), the Housing Association sector, Welsh Local Government Association, Local Authorities (both Housing and Social Care), the Older People's Commissioner and College of Occupational Therapists. We influenced better outcomes from strategic discussions around improvements to service delivery, information and reach, and performance evaluation of housing adaptation services. We also made the case for an innovative new scheme, Warm Homes Prescription. The service allowed GPs and primary health practitioners to prescribe a 'warm home' for those patients presenting with persistent health-related problems that can be caused or exacerbated by a cold or damp home. The 'prescription' referred patients to a local C&R agency who administer and organise the work. This proactive approach to tackling the causes of chronic health conditions is designed to reduce health service demand.

C&RC believes that every Board should be required to include within its membership housing sector and third sector representatives to facilitate this kind of innovative, client-centred, cross sector thinking in its leadership.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

-

Do you agree with these proposals?

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

C&RC welcomes the new duties on health services to enable “collaborative, regional and all-Wales solutions to service designs and delivery” and require NHS bodies to work in partnership with others, including the third sector, in planning and providing person centred care and service improvements. We welcome the proposed shift in the nature of existing public/third sector partnerships from the current focus on the third sector’s role at the point of commissioning and procurement, to the third sector having a more formative influence at the earlier points of service planning and design. As a third sector organisation that majors on the housing needs of older people, C&RC has long made the case for the planning and provision of services to support older people’s wellbeing to include the distinct voices of housing and the third sector, as well as the traditional statutory voices of health and social care. The health and care needs of our clients are intrinsically about ensuring the provision of holistic and integrated public services.

Organisations such as ours, with the ability to design and deliver services in direct response to our clients’ needs, should be a crucial component in the public sector’s formative thinking around improvement and innovation. . Our experience of local partnerships highlights, not only the value of this kind of collaborative approach but also the cumulative value of long term partnership working. For example: Bridgend Care & Repair has been an important, innovative community service partner for ABMU Health Board services for many years. Early client outcomes included: a Safety at Home service with Social Services, support from Emergency (winter) Pressures with the Health Board and a Rapid Response Adaptations pilot programme (which was subsequently scaled up to become a longstanding national programme). Now a strategic partner, Care & Repair Bridgend has progressed its collaborative work with primary, secondary, intermediate care, and community level services. It is now the principal installer of telecare, has developed an integrated approach to falls prevention and a Hospital to Home service (later). Time-served partnerships build trust, confidence and capacity which strengthen service design and delivery outcomes. The long term, sustained inclusion of Bridgend Care & Repair as a strategic partner has been a catalyst for more integrated working, led to new thinking, innovative services and, crucially, improved outcomes for older people. It has also resulted in pioneering services capable of being scaled up for roll out Wales-wide.

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

What further issues would you want us to take into account in firming up this proposal?

Care and Repair services operate across traditional health and social care and housing boundaries. Our home visiting assessors identify health risks and hazards in older people's homes, and develop solutions that promote health, prevent hospital admission, facilitate hospital discharge and enable older people to remain independent. The wide range of schemes and interventions are built around and informed by the needs of our clients. They are seamless and person-centred by definition. Service standards are an integral part of the service design, operate across the service and are irrespective of care settings. For example: the Hospital to Home Service in Bridgend illustrates the way in which collaborative person-centred services have raised service standards for older people. Originally developed in 2013 as a one-day per week, unfunded pilot, the service immediately improved the older people's safe return home from hospital. The service was scaled up a year later into a 5-day, fully funded 'Hospital to Home' service. A Care & Repair caseworker is based in the hospital's Discharge Planning team, making ward rounds with clinical and nursing staff to secure outcomes for safe hospital discharge and a smooth transition to an appropriate home environment. An additional caseworker and Home Maintenance Officer ('man-in-a-van') ensure quick delivery of the necessary services at home. Care and Repair has developed a whole range of solutions to support independent living, with trusted workmanship, a rapid response service, a range of adaptations, Telecare installations and support all ensuring the patient can return home and live independently. The specific interventions are bespoke to the individual, based on their assessed needs. Discussions on 'getting you home safely' happen on the ward, immediately following clinical assessment, and often involving family, friends and support networks. Discharge can be up to 7 days earlier than conventional discharge pathways, and the involvement of the patient early on is central. Apart from cost avoidance and reduced NHS pressures, the principal benefits are enjoyed by older patients who can return quickly and safely to their homes. These kind of seamless services, operating across traditional service boundaries, also have the capacity to raise standards beyond the immediate, contributing to wider outcomes such as improved quality of life, greater community engagement and decreased isolation.

Do you support this proposal?

Yes

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

C&RC welcomes the emphasis on co-production and refers to the points made above as to the importance of third sector and citizen input in the development of new services. The development of a new body to both represent and monitor the citizen's voice in health and social care service planning is an important and

Do you support this proposal?

significant change. We would welcome further consultation on the detail as it is developed.

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

The development of a new body to bring together citizen's voice along with regulation and inspection is a significant development. We would welcome further consultation on the detail as the proposal is progressed.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name Juliet Morris

Organisation (if applicable) Care and Repair Cymru

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

I feel the above on each point and the rest of the questions throughout the document should yes or no answers as I don't agree with all the points and the answers could be misleading and used in appropriately. Whilst I agree with the proposals that all boards should have Vice Chairs, all board members should be able to respond and understand the needs of their local population, they should also have no conflict of interest i.e. Financial gain. The title Public member could lead to confusion and be misleading as it is already applies to members of the public. Communication Systems would need developing for the whole population including seldom heard groups that would give everyone fair and equitable opportunities.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Yes! I agree with the above, but there should also be a stronger Independent Patients voice that can challenge the Chief Executives not only in Health but Social Services also .

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The quality of integrated services should not only be specific to Heath Services but Social Care should be inclusive. They both can have a knock on effect to the quality of health and life for the Patient / Service user / members of the Public. More detail needs to be highlighted to how this will be structured and implemented.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Person centred care is not new concept to Health and Social care, it has been in

Do you support this proposal?

place for well over a decade, sadly it does not appear to have been implemented very well. Good leadership skills and culture change needs to happen for this to be effective. Unfortunately the main problems could lie in the leadership as they try to bring Health and Social Services under 'one roof', historically whose responsibility is to pay for elements of care between Health and Social Services has not been straightforward as in Continuing Health Care funding.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

High Standards are subjective, they could be interpreted differently by different people. What I would say is that need to be consistent across the nation. When Standards Of Care are being formulated they should be set against certain principles e.g. would these standards help to deliver the standard of care that I would want or would want for my parents, family and friends, they should apply in both Health and Social Care.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

From a past professional health experience working with Social Services had a benefit to both of us, although I haven't seen any written evidence regards this, personally I think it a good thing that will help bring about better understanding to each other's roles and be beneficial for the patient/ service user. An Independent advocacy is a must, there are many Vulnerable Patients / Service Users who I know from past experiences in my past health role they will not complain for fear of reprisals, only yesterday I was told of bad practice in a care home locally, I asked the person telling me if they'd spoken to the staff, they hadn't because of fear of reprisals.

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

I do believe that local Health and Social Care organisations should be working together and with the public to co- design and creating services, however the HIW and CSSIW are not Independent body's to monitor the way this is done. The current CHC is an Independent body and already works alongside HIW, the CHC needs strengthening and given more powers, Not abolishing. There is no reason why the CHC who already represent the Voice of the Patient in Health, cannot represent the Voice of the Service User in Social Care also (one of the roles in the

Do you support this proposal?

past is documented as visiting care homes, the rationale for them not doing this has previously been questioned and it has been asked to clarify why they can't visit them at present). The CHC already work closely with HIW by sending them reports. The HIW are not a large organisation and have done very few hospital visits across Wales unlike the CHC who visit and talk to patients getting their views. HIW they do not have the local community knowledge, I fail to see how they can be effective and represent the local public's views on a large scale. The Scottish CHC model which has been referred to as the Citizen's Voice is too close to their Government and has been criticised as being ineffective. The English model has also been criticised as being ineffective in England and the removal of the CHC's in England described as not the English Government's finest moment. I am very concerned that public money is being used to create a new body that has proven to be effective and works closely with the Health Boards for the benefit of the patient and the local community's.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

My concerns are who is going to decide what is substantial service change? again substantial is subjective. To the hierarchy a change in GP practices might be a low to the hierarchy but to a lay person this could make a significant change to their lives. Once again using the Scottish model it is the Government that makes these decisions in Scotland, therefore this would be taking away any statutory rights the CHC currently has to challenge the Health Boards on behalf of the patients/public on any changes in Health Care. To indicate the Independent Voice will give clinical advice indicates that it will not be an Independent body but as with the Scottish Health Council too close to the Government to challenge them. Clinical advice should only be given by the professional clinicians in the Health Boards who have no personal financial gain but doing it with the patients' welfare and best interests at heart.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

HIW's role is not the same as the CHC's. HIW carry out very few inspections and in particular BCUHB, this is despite BCUHB being in Special Measures. The CHC in North Wales carried out approximately over 500, including for e.g. Care Watch, Bug Watch (infection control), Food Watch, Internal and External Site Watch, members take the opportunity to speak with patients and family to get their views on their Health Care. The CHC attended events gathering their views on their Health in North

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Wales.
HIW and CSSIW working together is a good thing.

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

The CHC is an Independent body, there is no doubt that its operations need to be updated. Before spending public money on developing a new public voice, it would be worth objectively assessing, evaluating and reviewing the CHCs across Wales. Then develop the CHCs further encompassing both Health and Social Services to give it more independence in regulation and inspection and strengthen the already existing Patient / Service user/ Citizens voice.

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name S Howard

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

You are proposing to change the Community Health Councils for something that will be bureaucratic, centralised, less local, less effective and not totally independent. This is going backwards.....the people want a totally independent organisation with the powers to enter NHS premises unannounced to monitor the services provided by local health boards and hospital managers etc. The CHC's do this, so why change them????

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

No

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No. We do not want a government sponsored body! The CHC's are local and independent with strong powers and functions. They support and provide assistance to individuals who raise concerns about NHS care and have the powers to enter NHS hospitals and GP's surgeries to assess the services being provided. This should not be changed to a government sponsored and therefore non independent body!

Would you support such an idea?

No

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

They should all be the same its one NHS. Careful consideration needs to be given to appointments made to health boards by government could be seen as interference by government. I thought all of them had vice chairs

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

This person must look after the governance of the NHS is this not the role of the Chief Executive of NHS Wales to hold health boards to account

Do you agree with these proposals?

No

What further issues would you want us to take into account in firming up these proposals?

Thought this was being done already not sure legislation will ensure quality

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Thought NHS was honest and told the truth. Not sure legislation will make this happen. How has this worked in other parts of the UK

Do you support this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

Wherever you have care you should have the same standards of care. No mention

Do you support this proposal?

who will monitor this and what action will be taken for non compliance

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

One contact and one response please. I should not have to be pulled from pillar to post I understand the CHC provides advocacy this must be maintained to support people

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

You are scrapping our voice in health if you abolish the CHC if they need to change let them. The local voice is essential and must be maintained I have always supported Labour if you do this then that's one less vote for you which sounds silly but if others feel this way then some Labour AMs may be looking for something to do. Don't take away my only voice please

Do you agree with this proposal?

No

What further issues would you want us to take into account in firming up this proposal?

You are taking my voice away if you use the Scottish model from my reading this is nonsense especially as the one in Scotland is being reviewed currently. We need a local voice this will only happen under these proposals if its major change my local voice will be silenced the small changes affect local people. I understand CHCs speak up for people like me and ensure I have a say and I can be heard please keep what we have

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Let's have one inspectorate for Wales and make them answerable to the public who they should protect. They must be accountable to the public. I understand CHC members visit wards and GPs I filled in a survey recently I am pleased to

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

people in the Chc are keeping an eye on the nhs for me this must be continued

Would you support such an idea?

No

What issues should we take into account if this idea were to be developed further?

Why are you hell bent on closing down our voice in CHCs we need a louder voice as its us who pay for and use these services

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name J Allen

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Renaming 'independent members' as 'public members' seems unnecessary. It is more important to ensure members are truly representing the views for which they have been appointed; have the necessary skills and experience; and are seen to be feeding to and from meetings/discussions.

Do you agree with these proposals?

Yes

Do you agree with these proposals?

No Response

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

People should only need to raise their concern/complaint once.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Do you support this proposal?

No evidence is offered to show how the membership of CHCs is not representative of local populations, nor how the proposed arrangement would be any more representative. It would arguably be less representative if it is primarily located in Cardiff. If CHCs lack visibility within communities, as statutory bodies, it would seem to be the responsibility of the statutory sector to aid their promotion. Additionally, a quick look at Twitter shows that the CHCs are more visible than HIW and the Scottish Health Council in that particular online community. The Scottish Health Council appears to support engagement with patients but does not carry out engagement. Some of the functions noted in para 86 seem to echo this arrangement. Regarding the first two functions: due to Special Measures, BCUHB already has Engagement Officers who work with the local communities, and the Health Boards contract the CVCs to employ Facilitators who support local networks, and joining up health and social care. The SHC lacks transparency and diversity: they have been told that they should be reporting progress annually and have a more diverse governing board. It is unclear why the Welsh Government plans to scrap the CHCs rather than change their function to focus more on citizen voice and joining up health and social care. The Board of CHCs could be positioned alongside the inspectorates, and regional CHCs could work with PSBs and RPBs; rather than starting over. The independent advocacy service provided by CHCs is vital and must be continued.

Do you agree with this proposal?

No Response

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

Closer integration and joint working between HIW and CSSIW is welcomed, by further encouraging joint working and sharing of intelligence.

If there is no strong appetite to merge HIW and CSSIW, one would assume there would also be little appetite for setting up a new body to encompass HIW, CSSIW and the CHC (or replacement).

Would you support such an idea?

No Response

Page 2: Submit your response

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Keep my response anonymous

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you agree with these proposals?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you support this proposal?

Yes

Do you agree with this proposal?

Yes

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

Page 2: Submit your response

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Name S Jenkins

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you agree with these proposals?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No Response

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

The CHC's undertake many monitoring visits to health care services. Speaking to local people and representing the most vulnerable patients in Wales. I understand that under these proposals, CHCs will no longer have access to NHS premises. This in my view will weaken rather than strengthen the local NHS watchdog. This will leave vulnerable patients without a voice. CHCs need to be supported to continue their invaluable work, which improves the patient pathway.

Do you agree with this proposal?

No

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No

Page 2: Submit your response

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Name J Lewis

Organisation (if applicable) -

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

There must be clear parameters under which the Minister can act in appointing additional Board members - time limited but also with approved / recognised skills

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Who appoints the Board Secretary??? - public appointment / WAG appointment??

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Wales has the unique opportunity to combine social Services and Health - integrated budgets etc. i.e remove SS from Local Authority control to ensure seamless / appropriate services to the community. This would be radical and require a massive political will to embrace.. One structure = hopefully the outcome is seamless service of 'patient' services

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

see above

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Do you support this proposal?

Pretty obvious and should already be the objective of service providers

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Public confusion at present - clarification required - one body for ALL complaints

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

One organisation based on lines of current CHC services too many inspectorates. Why are CCIW and HIW not already working in concert?? the current model of the CHC is it's independence in providing local services and their role should be strengthened not replaced. Who appoints the new proposed body - WAG / Minister - another semi political quango with little transparency. The CHCs are independent and people focused (although the membership specs. need review), tend to be representative - why fix what's not broken??

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Agree providing CHCs / HIW and CSSIW are integrated into one body with total independence

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed

Would you support such an idea?

further?

Totally depends upon independence, transparency, person centred, sets it's own standards, who appoints to membership on a non-political basis.

Page 2: Submit your response

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Name R B Harrison

Organisation (if applicable)

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No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Independence & transparency and accountability.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Board Secretary's must be truly independent and accountable, and free from interference and pressures from the CEO and board executives of the relevant organisation. A clear protocol must exist in order for the board secretary to follow if he/she feels the need to act.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Whilst supporting this proposal budget constraints will undoubtedly jeopardise this proposal, therefore difficult to see how this is likely to work.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Duty of Candour is long overdue but the introduction needs to be thought through very carefully in order for the public to have confidence in the system.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Do you support this proposal?

Must apply equally to health boards/trust and most importantly Local Authority's and the third sector.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Complaints must be investigated and completed in a timely manner - health boards should not be allowed to investigate complaints that are generated within its own organisation. Consideration should be given to setting up a new investigative body truly independent of health boards.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Replacing CHC with a new national arrangement is as clear as mud! - the risk is throwing the baby out with the bath water. Far better would be to strengthen the role of CHCs - if they are replaced with some new arrangement - then it is very important for it to be a truly independent and transparent and free from WG interference or pressures.

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

A citizen voice will be of no use if their views are seen to be not listened too.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

I would support this proposal for joint working if the new body is both functional and accountable and transparent and truly independent of WG interference.

Would you support such an idea?

Would you support such an idea?

Yes

What issues should we take into account if this idea were to be developed further?

An organisation that works in the interest of the people and not the WG

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name A Wales

Organisation (if applicable)

Responses to consultations may be made public. To keep your response anonymous (including email addresses) tick the box.

No Response

Page 1: Services fit for the future

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

I am concerned that there is a complete absence of primary care representation at the top table at either WG or the LHBs. The rhetoric since the start of the Welsh Assembly has been of a primary care led NHS. However, on the ground primary care has been repeatedly neglected. In 2003 Directors of Contractors Services were marginalised and their successors banished into a small corner of Shared Service - a data entry body for LHBs, but, I wish to emphasise, a knowledgeable and much valued service. The Director of Primary Care post in the Assembly went with John Sweeney in 2008. In 2009 Edwina Hart reorganised the NHS, a very welcome abolishing of the purchaser provider split. However, despite the promises and intentions, primary care became a minor function of NHS Trusts run by the barons of secondary care. The 4 primary care contracts are too complex to be run properly by 7 small LHB departments. Maybe WG could think about central contract management 'at scale' retaining a degree of local sensitivity. I hear constantly of friction between GPs and LHBs. Many feel we have to battle with an LHB rather than being encouraged and supported. WG ideals and intentions often don't get past an LHB. Clusters are weak, totally dominated by hospital managers in LHBs. Services fit for the future makes scant mention of general practice, which is currently on a knife edge in many areas. LHBs MUST do more to support and value general practice, though, as above, we really need a specific body across Wales to do this. Paragraph 27 of "Services fit for the future" notes a loss of focus in some important areas such as primary care and mental health. This is an understatement. I would go further and decry the loss of focus on GENERAL PRACTICE, which is part of primary care, of course, but is in serious trouble at the moment with older GPs retiring as soon as they can, and younger ones not wanting to work as many hours etc. GPs feel unsupported by LHBs. Give us a dedicated body to support and help us.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

And, see paragraph 12 of services fit for the future, there has been a recurring problem of LHBs not carrying out instructions from Welsh Government. The Board Secretary should have an overview of this. WG should have a more supportive and PRESCRIPTIVE role.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

There is a big problem with the WG driven Outpatient Booking system. The system is inflexible and in many aspects patient unfriendly. The flurry of letters that arrive shortly before the deadline to respond is unacceptable. I have many patients for whom English is poorly understood, and many who are illiterate. I also have many very poor patients who often do not have credit on their phones. They struggle to ring back and get told they are out of time, this then creates UNNECESSARY work for me as a GP in re-referring them, and causes much distress and disappointment. There is also minimal clinical input apparent, often for significant clinical issues that should NOT be bounced in such a cavalier fashion. This applies equally to patients who are under on-going treatment. This is POOR quality care.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Where is the duty of candour, and care, to those who work for the NHS?
Paragraph 44 draws attention to the conflict between a cash limited system and the duty of quality. The public expectations, never mind the demographic needs, are increasing out of proportion to the resources (and the manpower even if there are resources). Writing as a GP, we cannot find GPs to recruit, so often all we can do is deal with the most important matter. There is no time for all the extra things that are being asked of us, We do not feel cared for and supported.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Paragraph 44 draws attention to the conflict between a cash limited system and the duty of quality. The public expectations are ratcheted by many factors. There needs to be serious discussion of what can be afforded. Paragraph 43 talks about promoting good health. To improve population health outcomes and target health inequalities, more attention should be paid to fiscal policies and reversing general inequalities. Welsh Government has made some progress on this, on smoking policy and hopefully on alcohol. The UK is in thrall to multinational companies' interests, eg those feeding our populations with overt and hidden sugar and other unhealthy foods. Primary care cannot be expected to make significant impact on this. The benefits system is a UK matter, and I see many people falling foul of increasingly brutal policies (eg "sanctions", unfair work assessments and "bedroom tax"). Our workload from the resulting medical consequences is soul destroying,

Do you support this proposal?

and an increasing, unnecessary drain on our resources. How can healthy lifestyles be promoted when swimming pools, leisure centres, and libraries are closing, and playing fields are being built upon? Public transport need to be more sophisticated and easy to use. Get the fiscal policies in place to support a healthy population and let us be doctors, not those trying to counter forces much larger than us.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

BUT there needs to be care for the professionals involved. The NHS is working within huge constraints, with resource problems both structural and in recruitment. Nowhere in the document does it talk about what is possible, we must not be held against some impossible standard. Recruitment is terrible within General Practice at present, we have severe time constraints and a right for excellent care cannot be fulfilled if trying to do the work of two people, for example.

Do you support this proposal?

Can you see any practical difficulties with these suggestions?

Keep it simple, and avoid duplication, as the document recognises.

Do you agree with this proposal?

What further issues would you want us to take into account in firming up this proposal?

Time constraints.

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

No Response

Would you support such an idea?

No Response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name Dr Kay Saunders

Organisation (if applicable) Butetown Medical Practice

Responses to consultations may be made public. To keep your response anonymous (including email addresses) tick the box.

No Response

Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

Consultation response Please acknowledge In order that change is effectively undertaken all levels of government and other public funded organisations need to demonstrate good management I suggest ISO 9001 to achieve this Thank you

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

Consultation response Please acknowledge In order that change is effectively undertaken all levels of government and other public funded organisations need to demonstrate good management I suggest ISO 9001 to achieve this Thank you

Do you agree with these proposals?

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Consultation response

Please acknowledge

In order that change is effectively undertaken all levels of government and other public funded organisations need to demonstrate good management

I suggest ISO 9001 to achieve this

Thank you

Would you support such an idea?

What issues should we take into account if this idea were to be developed further?

Consultation response Please acknowledge In order that change is effectively undertaken all levels of government and other public funded organisations need to

Would you support such an idea?

demonstrate good management I suggest ISO 9001 to achieve this Thank you

Page 2: Submit your response

You are about to submit your response. Please ensure you are satisfied with the answers you have provided before sending.

Name Mr R Ebley

Organisation (if applicable)

If you want to receive a receipt of your response, please provide an email address.
Email address

Responses to consultations may be made public. To keep your response anonymous (including email addresses) tick the box.

No Response

Page 1: Services fit for the future

Do you agree with these proposals?

What further issues would you want us to take into account in firming up these proposals?

If these proposals are to go ahead it needs to be made clearer to the public what the end product looks like. The present system should have more flexibility and accountability with appointments, but needs strict governance over how it's being used. I think a body such as the community health council should have a seat at this level as an associate member. Needs opportunity to have a voice and say and communicate public opinion and issues in order to be taken seriously. This would be true independent representation of the public's voice. This membership should not be mirrored across all health boards etc it will lose local representation and flexibility. Ministers should be able to appoint, but only in times of escalation and appointments in relation to need. I.e mental health would need someone appointed from that specialism etc.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

The more safeguards to hold any organisation to account the better. This should not just be for NHS but social care too.

Do you agree with these proposals?

Yes

What further issues would you want us to take into account in firming up these proposals?

Health boards should work together on planning and delivering health care as many sites share patients due to regional borders etc. However, they should be able to account for regional differences i.e population and landscape. North Wales is large area and patients spread across vast demographic area. In South Wales services nearer to each other and population not so vastly spread out. Needs to be taken into account

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this

Do you support this proposal?

proposal?

Yes, too many staff NHS and social services hiding behind beaurocracy.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

. Core standards between both would make matters less confusing for staff and patient and easier to hold both organisations to account.

Do you support this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Not just working together, but one complaints procedure covering both areas. You cannot have two procedures no matter how closely the bodies work together. Different time scales and methods of investigation/investigation stages will not work! One way CHC role can be strengthened is through governance. Currently no effective way to ensure organisations carry out actions they state will undertake at end of complaint or Ombudsman's recommendations. This role is needed as very sporadic how policed at present. Would hold organisation to account if more tightly monitored and current arrangements do not allow for this role to extend due to capacity and funding restrictions.

Do you support this proposal?

No

Can you see any practical difficulties with these suggestions?

Why fix what isn't broken? The current CHC set up works well and is very respected by both patient and health boards and trusts. I believe that there is a red for health and social services to work more closely so CHCs should also have the power to inspect and take forward complaints in the social sector. There is no independent body for patients to turn to in social care and this would fill the void. I don't think CHCs should be got rid of. They should b strengthened. A new body creates further confusion, rocks public confidence and costs ridiculous sums of public money to create it, publicise it, training, locating it etc. Unannounced visits are crucial to new body. You have to careful you do not lose local expertise or intelligence if you start again.

Do you agree with this proposal?

Do you agree with this proposal?

Yes

What further issues would you want us to take into account in firming up this proposal?

Any advisory body that is accessible to compliment and improve current processes would be good

What do you think of this proposal? Are there any specific issues you would want us to take into account in developing these proposals further? However we also believe there could be merit in considering a new body – for example, a Welsh Government Sponsored Body – to provide more independence in regulation and inspection and citizen voice.

If HIW and CSSIW remain, they must work more closely together and with CHCs to share intelligence. Vital roles and different to each other. Not duplication of work but actually a safe guard that patient issues are looked at thoroughly and not missed and organisations held to account.

Would you support such an idea?

Yes

Page 2: Submit your response

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Keep my response anonymous