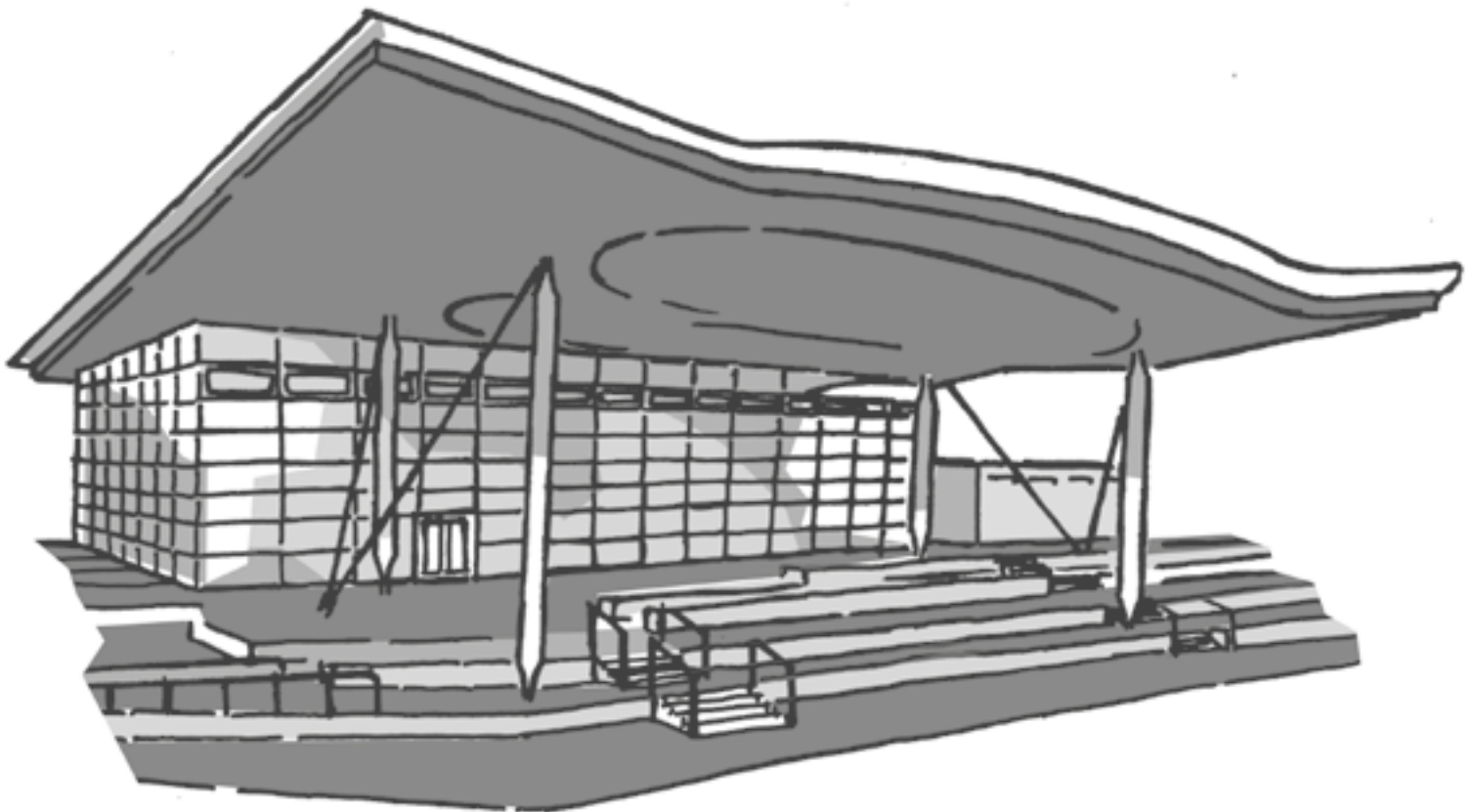




Llywodraeth Cymru
Welsh Government

Health and Social Care (Quality and Engagement) (Wales) Bill

This is an **Easy Read** document from the
Welsh Government



The Welsh Government is planning a new law to make health and social services better in Wales.

The new law will do 4 different things.

The first part will change the way the government and the NHS make decisions about health services.

The Duty of Quality will make sure that people who make decisions think about:



- how changes will affect people who use health services and
- how changes can improve health services.

Every year the government and the NHS will have to write a report about how their decisions have made health services better.



Everyone will be able to read the reports and say if they think that decisions have made things better.



The second part of the new law will mean that people who provide you with health services must tell you if something goes wrong with your care. We call this the **Duty of Candour**.

We think it is important to be honest.

And to apologise when things go wrong.

The Duty of Candour

If you are hurt because your doctor or dentist or someone treating you makes a mistake they will have to:

- let you know
- say sorry
- find out what went wrong
- try to make sure the same mistake does not happen again.



It is important to remember that if something has gone wrong it does not mean anyone is to blame.



Every year NHS organisations will have to write a report about what has gone wrong. And about the changes they have made to make sure that it doesn't happen again.



Everyone will be able to read the reports and say if they think that the NHS has learned from mistakes.

The third part of the new law will make sure that people in Wales can say if they are happy or unhappy with health or social services they receive.

It will do this by creating a new organisation called **the Citizen Voice Body**. It will replace Community Health Councils.

The Citizen Voice Body will be able to:



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

NHS organisations and local authorities must listen to what the Citizen Voice Body says about health or social services in their area.

They must also provide people using health and social services with information about the Citizen Voice Body.



Every year the Citizen Voice Body will have to write a report about how it has spoken with people and helped them.



Everyone will be able to read this report.

The fourth part of the new law will let the government tell some NHS organisations to have a vice chairperson on their Board.



A Board is a group of people who run an organisation.

A chairperson is someone who is in charge of the Board.



The vice chairperson will help the chairperson.

They will help the Board to make health services better.

What happens Next?



The National Assembly for Wales will be looking at the new law from the 17 June 2019.

They will ask people what they think about the new law and may make changes to how it will work.

The National Assembly for Wales will be asked to agree what is says in Spring 2020.

You can keep up to date with what is happening about the new law at:
<http://www.assembly.wales/en/bus-home/bus-legislation/bus-legislation-progress-bills/Pages/bus-legislation-progress-bills.aspx>



If you have any questions about the new law you can write to the government by emailing us at this address:
HSCQualityandEngagement@gov.wales