

WELSH HEALTH CIRCULAR



Llywodraeth Cymru
Welsh Government

Issue Date: 31 March 2023

STATUS: ACTION

CATEGORY: QUALITY & SAFETY

Title: Commencement of the Health and Social Care (Quality and Engagement) (Wales) Act 2020

Date of Expiry / Review 1 April 2024

For Action by:

For Action by: Medical Directors, Nurse Executive Directors, Directors of Primary and Community Care, Directors of Therapies and Health Sciences (DoTHS), Local Health Boards, NHS Trusts, Strategic Health Authorities, WHSSC, NHS Blood and Transport (in relation to Welsh functions), GP practices, community pharmacies, optometrists and dental practices.

Action required by: 1 April 2023

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Enclosure(s): Duty of Quality Guidance, Duty of Candour Guidance, and annexes.

Dear Colleagues

I am pleased to inform you that the Health and Social Care (Quality and Engagement) (Wales) Act 2020 will commence on 1 April. The last few years have been extremely challenging for those in health and social services and it is a great accomplishment by all involved, especially stakeholders, to have brought this important Act to fruition at this time.

The Act's Duties of Quality and Candour will support an ongoing system-wide approach to quality improvement within the NHS and further embed a culture of openness and transparency. The establishment of the Citizen Voice Body, to be known as *Llais – your voice in health and social care*, will empower the people of Wales to influence and shape their health and social care services.

The Duty of Quality applies to all NHS bodies and Welsh Ministers, for health-related functions, with the dual aim of ensuring quality-driven decisions that improve the quality of health services and ensuring focus is maintained on improving outcomes for the people of Wales. The duty includes new Health and Care Quality Standards, replacing the Health and Care Standards of 2015. I am aware that organisations have commenced their internal preparations for this duty which will bring about significant sharing of quality outcome data with the public, as well as continuously improving services.

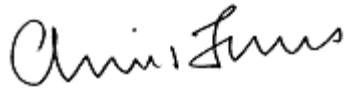
The Duty of Candour builds on work to embed a culture of openness and transparency across NHS Wales which drives learning and improvements to services. It places an organisational duty on all NHS bodies to pro-actively support people and their families when things may go wrong with their care and importantly, ensures incidents are investigated through the Putting Things Right process with learning shared to help prevent recurrence.

NHS bodies have started to implement both duties and should continue to do so, following the attached guidance for Quality and Candour and the Candour Regulations provided in links at the end of this letter. Links to supporting materials for both duties are also provided.

The Citizen Voice Body, or Llais, will be an independent national body to represent the people of Wales in shaping health and social care services. It is a major step towards the integration of health and social care services that Llais will represent the views and experiences of people using services which are often so closely intertwined in people's care. The body will work with NHS bodies, local authorities, and volunteer organisations, alongside the people of Wales to ensure people are continually heard and represented in the health and social care services arena. A link to the Citizen Voice Body Regulations is provided for information.

Collectively these measures within the Act will help us to move forward towards the integration and sustainability aspirations set out in *A Healthier Wales*; putting quality and safety above all else, driving improvements in health and social care, empowering people to contribute to those improvements and ultimately, leading to better outcomes that matter most to the people of Wales.

Yn gywir/ Yours sincerely



Yr Athro/ Professor Chris Jones
Cyfarwyddwr Clinigol Cenedlaethol, GIG Cymru
a Dirprwy Brif Swyddog Meddygol

National Clinical Director, NHS Wales and Deputy Chief Medical Officer

Links to Regulations and supporting materials

Duty of Quality

Supporting materials

English language video

https://youtu.be/yw8Xhl_IB6w

Welsh language video

<https://youtu.be/TG0VPKTm-EQ>

Further resources are in development via the Duty of Quality Implementation Group.

Information about the duty will also be available from the Welsh Government website at www.gov.wales/duty-quality-healthcare

Duty of Candour

Regulations

[The Duty of Candour Procedure \(Wales\) Regulations 2023 \(senedd.wales\)](http://www.senedd.wales)

[The National Health Service \(Concerns, Complaints and Redress Arrangements\) \(Wales\) \(Amendment\) Regulations 2023 \(senedd.wales\)](http://www.senedd.wales)

[Explanatory Memorandum](#)

Supporting materials

The staff online training programme is available at Learning@Wales portal at

<https://learning.nhs.wales> and via **NHS Electronic Staff Record**.

[Learning@Wales \(nhs.wales\)](mailto:Learning@Wales.nhs.wales)

Public and staff awareness leaflets and videos are available to NHS teams [on the NHS Wales Shared Services Intranet](#) (requires NHS network access) or through the relevant team within your Health Board.

The public awareness leaflet is also available from the Welsh Government website at www.gov.wales/dutyofcandour

Citizen Voice Body

[The Health and Social Care \(Quality and Engagement\) \(Wales\) Act 2020 \(Consequential, Supplementary and Incidental Amendments and Revocations\) \(Secondary Legislation\) Regulations 2023 \(senedd.wales\)](#)

[Explanatory memorandum](#)