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Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

Cardiff and Vale UHB

# Quality Statement of Intent



The Health Board is committed to delivering the highest quality care, treatment and intervention and addressing unfair differences in access and outcome. We embrace the principles of the Duty of Quality "Safe, Effective, Person Centred, Timely, Efficient and Equitable" because we know that deploying these principles in practice leads to the best experience and outcomes for the population we serve and our colleagues, as well as being the most efficient and cost-effective way of delivering services.

The Health Board consistently seeks to work with partner agencies and inspectorates to make use of specific and broader Health reviews and learnings to create a culture of continuous learning and improvement.

A clearly defined strategic commitment made within the refreshed strategy, Shaping our Future Well-being, codifies our commitment to provide outstanding quality and by 2035 to consistently benchmark in the top 10% of peer organisations. We will systematise our approach to quality improvement, learn from errors and missed opportunities, celebrate, adopt and spread successful initiatives and work in partnership with colleagues, patients and the public to create an environment where all feel safe, valued and respected and able to speak up confident that they will be heard.

A number of key reports and inspections have provided insight and guided our thinking and planning:

#### Mar 22

Publication of the Findings, Conclusions and Essential Actions from the Independent Review of Maternity Services at Shrewsbury and Telford Hospital (the Ockenden Report)

#### Nov 22 - Mar 23

Healthcare Inspectorate Wales (HIW) inspections of maternity services in the Health Board

#### June 22

Healthcare Inspectorate Wales (HIW) undertook an inspection of the Emergency Department in June 2022

#### Nov 22

Mothers and Babies: Reducing Risk through Audits and Confidential Enquiries (MBRACE-UK)

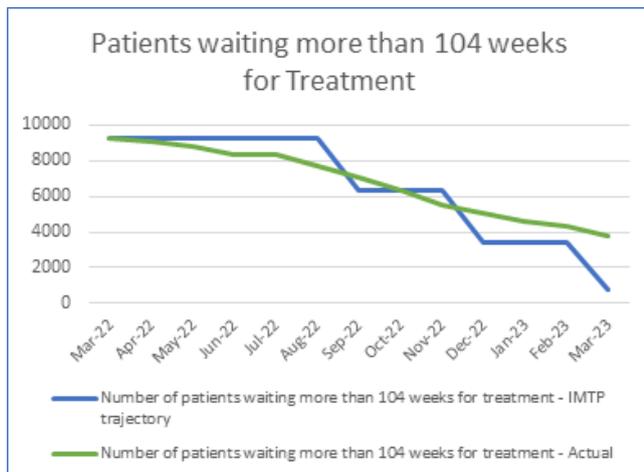
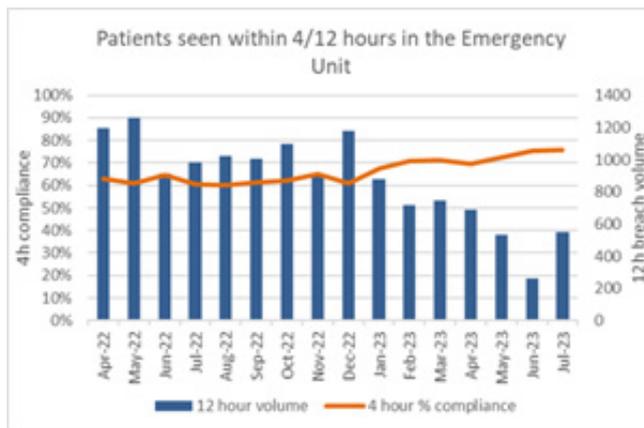
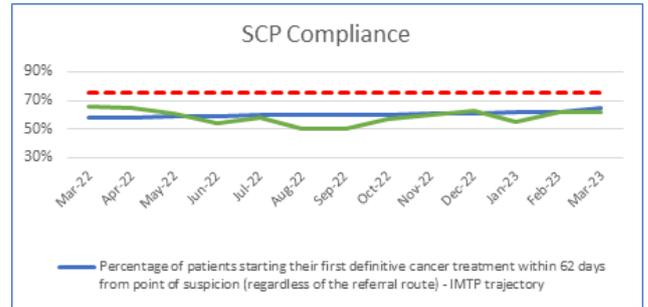
HIW conducted a range of other inspections and service reviews during the last year including of Mental Health Service, Primary Care Services and Dental Services.

The Health Board's focus for 2022/2023 has been recovery from the impact of the Covid-19 Pandemic and returning access and quality of services to pre-Covid levels and beyond. Delays in planned care and treatment, pressured emergency departments and concerns about the delivery of cancer standards across the UK and Wales have been subject to significant scrutiny and the Health Board has been no exception. As demonstrated by some aspects of the HIW inspection reports, alongside feedback from colleagues and patients, the Health Board has not consistently met our high ambitions for access to and for the quality of services we provide.



## Key Data

We have worked hard over the last 12 months to improve the position and the experience of patients and teams. The data below demonstrates some areas of improvement in key indicators related to the delivery of emergency care, waiting times for planned care as well as the Single Cancer Pathway (SCP). Whilst not comprehensive or intended to provide detailed assurance of performance these graphs intend to demonstrate a commitment and an ability to deliver on intentions to improve.



## The Future a Quality Management System

The scale and complexity of the Health Board’s diverse range of activities requires the development and application of a systematic and transformative approach to improving the quality of the care we provide, a Quality Management System. To support this work, a set of quality principles that underpin the six domains of quality have been identified and will support us in achieving the improvement in quality that we are aspiring to in every area of the Health Board and will be delivered through the Shaping our Future through Quality Excellence Programme.

The Quality Principles are set out below:

Safe

- Achieving maximum possible harm reduction
- Delivering a proactive response to national and local quality and safety themes
- Implementation of organisational learning and actions to reduce the risk of same cause occurrence



### Effective

- Delivering evidence based and clinically effective care
- Benchmarking performance nationally
- Learning from mortality

### Person Centred

- Co-producing services
- Learning from patient experience and patient reported outcomes

### Timely

- Providing care at the right time and in the right place
- Delivering primary and secondary prevention

### Equitable

- Preventing and addressing health inequalities
- Addressing the wider determinants of health

### Efficient

- Delivering outcomes that matter to people
- Delivering value-based healthcare

Our approach to delivering quality excellence encompasses several critical dimensions:

- We will work to develop our **digital, data capture** and interpretation capability allowing a data informed approach

to care, **harnessing the powers of information and analytics** to assess the quality of care we provide and support quality improvement.

- We are committed to enhancing our **innovation and improvement** capability, actively supporting **clinical research** whenever possible and ensuring that the same quality standards are applied whether patients are receiving established treatments or are involved in clinical trials or research activity.
- Central to our **transformation** is the recruitment, retention and development of our **workforce**. Our goal is to ensure that our dedicated colleagues and volunteers are **enabled** and **empowered** to provide the best and safest care possible.
- Crucially, we are unwavering in our commitment to embedding our organisational values and a **culture of psychological safety** deeply within every facet of our operations, guiding us in providing not only clinically excellent care but also **compassionate** and supportive care.

By formally documenting and making public this statement of quality intent the Health Board is actively demonstrating commitment and action to improve the quality of care for all and for supporting and enabling our teams to deliver on that intent. The accountability that follows is sought and welcomed.

