

**Item: 05**

**Title: Chief Executive's report**

**Introduction**

This report sets out some of the things taken forward by the Chief Executive since the last public Board meeting on 26 July 2023. More detailed information about our activities since the last board meeting is included in other Board papers.

**Building relationships & working with partners**

I have continued to meet with lots of key partners to talk about our role, developing our plans and activities, our ways of working, key issues in health and social care and how we can work together to strengthen the voice of people in health and social care services. This included:

- meeting with the Llais partnership team to talk about Llais activities and progress
- meeting with Judith Padget, Director General for Health and Social Services and the NHS Chief Executive to talk about the financial pressures facing Welsh public services and the effects on health and social care in Wales
- meeting with a range of national representative & advocacy organisations and groups working to support and represent people's interests in health and social care. This included Alzheimers Society, Marie Curie, Fair Treatment for the Women of Wales, Older Peoples Commissioner for Wales office, Age Cymru, WCVA, Stamma and the Carers Trust
- meeting with a range of national policy and decision makers in health and social care in Wales. This included Professor Andrew Dickenson (Chief Dental Officer for Wales), Heather Payne (Senior Medical Officer for Maternal and Child Health), David Clayton (Head of Assessment and Eligibility), Karen Jewell (Nursing Officer for Maternity & Early Years), Mike Emery (Chief Digital Officer for Health and Social Care), Sally Lewis (Welsh Value in Healthcare), Anti Racist Wales Action Plan Social Care

Working Group, Sir Frank Atherton (Chief Medical Officer for Wales), Simon Jones (Chair of Digital Health and Care Wales)

- meeting with and taking forward arrangements to develop UK joint working arrangements with similar bodies including Healthwatch England, the Patient and Client Council, and the Patient Safety Commissioner for England
- meeting with professional and system regulators/representative bodies covering health and social care including the Professional Standards Authority, Social Care Wales, General Medical Council, the Public Services Ombudsman for Wales office and Community Pharmacy Wales.

I have also met with Healthcare Inspectorate Wales and agreed a new Memorandum of Understanding showing how we will work together

- working with the Bevan Commission to encourage and support people to get involved and talk about the future of health and social care in Wales through a series of Bevan Commission hosted events across Wales and online
- meeting with Gareth Davis MS to talk about Llais and hear about the things that are important to people living in the Vale of Clwyd.

### **Developing ourselves to deliver**

I have spent lots of time working with our people locally, regionally and nationally to continue to build our new organisation and our ways of working. This included:

- holding our first Wales wide staff conference. Our staff teams from across Wales travelled to Mid Wales to get together in person for the first time.

The event was a great way for our new recruits and more experienced staff to talk about our early experiences of working in Llais, to get to know each other, to talk about and agree what we value as people and as representatives of Llais, and the behaviours we want to see from ourselves and from each other.

We will be having a further event for staff who were unable to join us in person as well as our volunteers.

- visiting our staff and volunteers in Neath Port Talbot and Swansea to hear how things have been going and how we can help each other to carry out our work.
- visiting our staff and volunteers in Cardiff and the Vale of Glamorgan together with our regional ambassador, to talk about the roles of the Board and the regional ambassador, and to hear about the plans and activities in the region.
- meeting and talking with Tîm Arwain members to continue to develop ourselves and how we work together as a new senior leadership team.

This included talking about and agreeing how we work with and support our staff and volunteers, how to try out and share new ways of working and how we make sure we meet our legal and other public sector responsibilities

- writing to confirm a number of our senior staff as budget holders and designated 'accountable officers' to support me in my role as accounting officer
- providing a range of learning events, including:
  - Public accountability and the role of the Accounting Officer
  - Fraud awareness
  - Anti racism and cultural awareness
  - Risk management

I have also met with different people to talk about the 'organisational development' support we need to help us to develop ourselves and our organisation

- working together with our Interim Head of Governance and Board Secretary and Chair of our Audit, Risk and Assurance Committee to agree when and how to meet, what to look at and talk about and how to strengthen the committee's skills by recruiting new members

- getting help and support to meet my responsibilities as Accounting Officer. I have talked to people like David Richards (Director of Propriety and Ethics at the Welsh Government) and others who have been involved in creating new organisations like Chris Darling (Board Secretary at Digital Health and Care Wales)
- working together with our Strategic Directors to take forward our digital infrastructure programme and drive the development of our strategy and plans.

All of our staff have now transferred over to our new digital equipment and software, the development of our new 'Customer Relationship Management' system is on track to start working in February 2024, and we have agreed to buy and use a new 'Artificial intelligence' supported system to help us share information with people in lots of different ways and languages.

- Appointing and meeting our new Internal Audit service team. NHS Wales Shared Services Partnership were the successful bidders following a formal tender exercise. The internal audit annual plan will be shared with the Audit and Risk Assurance Committee in November.
- Meeting with staff at the Equality and Human Rights Commission to talk about how we are going about our work and to get their advice and support to help us make sure we are thinking about equity, diversity and inclusion in everything we do.
- Getting advice and talking to our service providers about signing agreements to confirm the way we receive our services and our payment arrangements. I have signed an agreement with Digital Health and Care Wales for our services in 2023-2024. I will be meeting with NHS Wales Shared Services Partnership on 19 October 2023.
- Appointing a personal assistant. This appointment will play a key role in helping me and our strategic directors to manage our day to day activities and relationships.

## Representations about health and social care service matters

I have met with a range of organisations to share what we are hearing about people's experiences of health and care services, to talk about what needs to happen to make things better and to talk about plans and proposals to change the way services are provided nationally.

This includes:

- meeting with Dr Sian Lewis, Managing Director of the Welsh Health Specialised Services Committee to talk about proposals to change fertility services, and to hear more about progress with other developments including Gender Identity Services provided in England for children and young people living in Wales
- meeting with Jason Killens, Chief Executive of the Welsh Ambulance Services Trust to talk about working arrangements between ambulance staff and hospital emergency departments
- meeting with Stephen Harray, Emergency Ambulance Services Commissioner to talk about the approach and further action needed to engage with people and communities about the Emergency Medical Retrieval and Transfer Service
- responding to the Welsh Government's consultation 'Rebalancing care and support'. This is about improving social care arrangements and strengthening partnership working to better support people's well-being

We have sent written evidence and I have provided oral evidence to the Senedd's Equality and Social Justice Committee as part of its short inquiry on [Data Justice: the use of personal data in the Welsh NHS](#).

I have written to:

- Care Inspectorate Wales and Healthcare Inspectorate Wales to find out more about the progress made following their joint review of substance misuse services in Wales.
- the Minister for Health and Social Services to find out more about the actions being taken in Wales following the verdict in the trial

of Lucy Letby and the issues it raised about listening and acting quickly when people raise concerns about patient safety

- Health Education and Improvement Wales to find out more about the impact of the planned closure of the Welsh Institute for Minimal Access Therapy (WIMAT) on people living in Wales.

### **Reporting on 2022-2023**

I have talked with the Welsh Government, Audit Wales and others to agree and take forward arrangements to prepare, sign and present Llais' first Annual Report and Accounts for 2022-2023.

I have overseen the preparation of the final annual reports of the former Board of Community Health Councils and the 7 Community Health Councils in Wales, including their final reports of compliance with the Welsh Language Standards.

### **Upcoming events and activity**

Some of the upcoming activities and events I will be involved in include:

- Briefing session by the Equality and Human Rights Commission on the Public Sector Equality Duty in Wales
- All Wales Healthcare Summit meetings
- Regular meetings with key partners, including Social Care Wales, Healthcare Inspectorate Wales, the Older People Commissioners office, General Medical Council
- Anti-racist Wales Action Plan group
- Rural Health and Care Wales conference
- Carers Wales conference
- Welsh Ambulance Services Trust board development event