

**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 25 October 2023. More detailed information about our activities since the last board meeting is included in other Board papers.

**Developing 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's budget position in 2023-2024 and allocation for 2024-2025.
- Meeting with Dr Henrietta Hughes, the Patient Safety Commissioner for England. We agreed the importance of working in partnership to strengthen the voices of people around patient safety matters affecting people living in all parts of the UK. With this in mind, we are planning a further meeting with representatives from across the UK to talk about how we can best achieve this.
- Presenting to the boards of Healthcare Education & Improvement Wales, Social Care Wales, Powys Teaching Health Board, and the Welsh Ambulance Services NHS Trust. As a result, we will be taking forward further work on specific areas of activity, including, for example, health and social care workforce development and Artificial Intelligence and healthcare.
- Attending Wales Healthcare summits. Hosted by Healthcare Inspectorate Wales, these meetings take place twice a year and provide a confidential space for a wide range of statutory bodies involved in the oversight of NHS bodies to share what they have been doing and what this has told them about the NHS in Wales.

This approach provides a chance to bring information together to identify common themes and issues to take up with the Welsh Government.

These summits inform the level of the Welsh Government's oversight of NHS organisations as part of its [Escalation and Intervention arrangements](#), and helps inform participating organisations plans and priorities.

- Focusing on the needs and issues facing carers in Wales. I was part of the expert panel at the 2023 Carers Wales Conference,

and followed this up with further talks with the Chair of the Wales Carers Alliance, to talk about the best ways Llais can get involved with the Alliance and work together to inform and influence progress and activity on key developments, including, for example, [Towards a National Care and Support Service: initial implementation plan](#).

I spent a day with the Carers Wales team to hear more about their campaigns and activities in Wales, as well as the work it does to support employers to develop a supportive workplace for people with caring responsibilities.

We have agreed a range of actions from these discussions. This includes, for example, delivery of 'lunch and learn' sessions for Llais line managers on supporting carers in the workplace, support to review our people policies and procedures from a 'carer friendly' place, and further work to consider the use and impact of the 'Carers Charter' in Regional Partnership Boards.

- Talks with the Information Commissioner's office about its consultation on draft guidance for health and social care bodies on transparency in the use of personal data in health and social care and wider work. This followed on from our submission of oral and written evidence to the Senedd Equality and Social Justice Committee about data justice and the use of personal data in the NHS.

As a result of our discussions, we responded to the consultation and have agreed a wider set of actions. This includes agreeing a Memorandum of Understanding to support information sharing and working together on areas of common interest, as well as arranging for the ICO's office to deliver a series of awareness raising sessions for our new staff (and refresher opportunities for existing staff) on handling personal data, and the additional responsibilities on us when handling children and young people's data.

- Meeting with NHS Chairs, Vice Chairs and Chief Executives along with our Chair, to talk about our role in social care, and the development of our values, ways of working and strategy in the context of the challenges facing health and social care services.
- Meeting with the Bevan Commission to talk about 2 key areas of common interest, data justice and the use of personal data in health and social care, and co-ordinating action following the publication of its report 'A conversation With The Public'. Further talks will take place in the next few weeks.

Meeting with the Chair and members of the [Ministerial Advisory Group](#) looking at accountability in the NHS in Wales to talk about how the existing governance and accountability arrangements are working.

## Developing ourselves to deliver

I have spent lots of time working with our organisation's leaders, staff, and corporate service providers to continue to build our new organisation and our ways of working. This included:

- Agreeing arrangements, including increased specialist capacity to support our teams to drive forward a range of 'task and finish' projects covering our approaches to:
  - equity, diversity, and inclusion, including the development and consultation on our Strategic Equality Plan
  - the introduction of a new knowledge skills and behavioural framework for our people, and the development of our learning and development strategy and programme
  - the development and delivery of our complaints advocacy service across Wales

as well as support for specific projects where there are gaps in our existing staffing as we continue with our recruitment programme.

- Agreeing arrangements for a specialist team to work with our regional teams across Wales to support closer working through team building and development.
- Looking into the level of awareness, understanding and take up of our workforce assistance and wellbeing programme, and the actions we need to take in response.
- Meeting with our new Internal Auditors to talk about the approach and terms of reference for the range of audits planned for 2023-2024.
- Continued talks with the Welsh Government and NHS Shared Services Partnership about indemnity arrangements, and the actions needed so that we can move forward with signing off our Service Level Agreement/s
- Introducing consistent opening times and hours across all our offices in Wales.
- Meeting with Welsh public service leaders and the Welsh Government to talk about the pressures on public finances in Wales and the actions being taken in response. This includes looking for opportunities to work together to share learning and resources, e.g., office space, etc.

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.

I have talked with:

- NHS representatives leading on the development of a public communication programme focusing on the extension of ophthalmology services into the high street. Further talks are planned to look in more detail at the content and focus of the communication
- and written to the Emergency Ambulance Services Commissioner and his team about the engagement and involvement of the public in the development of proposals and decisions relating to the further development of the Emergency Medical Retrieval and Transfer Service in Wales.

As a result, the Commissioner has agreed to a further phase of public involvement so that people across Wales have an opportunity to have their say on the final, costed options. We are working with health boards and the Commissioner to inform the detailed arrangements for this phase.

- Health Education and Improvement Wales about the introduction of new professional roles in the pharmacy sector and what this means for people using NHS pharmacy services. As a result, further work and talks will take place between us and Health Education and Improvement Wales so that the way people are engaged, involved, and informed in the development of the NHS workforce is more joined up.
- I agreed our approach to a range of TV and radio interviews about maternity services and the impact of the junior doctors strike on people and communities.

### **Planning and reporting arrangements**

We published our annual report and accounts for 2022/2023 and our plan and priorities for the period October 2023 to March 2024.

### **Upcoming events and activity**

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

- Recruiting to the roles of Strategic Director of Operations and Corporate Services, and Director of Operations.
- Meeting with the Welsh Government to talk about the development of its Women's Health Plan.

- Discussions with NHS colleagues about a review of its People and Community Framework.
- Meeting with Diverse Cymru to talk about our approach to equity, diversity and inclusion and the development of our Strategic Equality Plan.
- Meeting with Welsh Government social care staff to talk about our partnership arrangements.
- Attending our Llais Complaints advocacy team conference in Mid Wales, to work on about the development of our complaints advocacy service and staff.
- Meeting with NHS Wales Executive to talk about the strategic programme for planned care.
- Attending the Wales Carers Assembly 2024.