

Cyfarwyddwr Cyffredinol Iechyd a Gwasanaethau Cymdeithasol/
Prif Weithredwr GIG Cymru
Grŵp Iechyd a Gwasanaethau Cymdeithasol

Director General Health and Social Services/
NHS Wales Chief Executive
Health and Social Services Group



Llywodraeth Cymru
Welsh Government

Mr A Crompton
Auditor General for Wales
Wales Audit Office
24 Cathedral Road
Cardiff, CF11 9LJ

14 August 2018

Dear Mr Crompton

Primary Care Out of Hours (OOHs) Services – All Wales Summary Report - Update

Further to my letter of 1st August I wanted to take this opportunity to provide you with some further information on a number of the recommendations made in your report '*Primary Care Out of Hours Services*'. The Welsh Government accepts the 8 recommendations and will continue to work with the NHS to ensure that they are addressed.

The Welsh Government acknowledges the factual accuracy of the report, but feels it is important that our response provides the context around the issues and that we are able to demonstrate where work is already underway to address the points made. Co-production is an important concept, therefore working with partners and stakeholders' means that specific processes and outcomes cannot be predetermined, and that Welsh Government and the NHS needs to take full account of all the evidence, including stakeholder views before it can act.

I confirmed in my previous letter that I had asked Judith Paget to take the strategic lead for Out of Hours. Her newly formed group has now met twice, and is developing working to develop a strategic plan for Out of Hours. Your report will provide work going forward, and I look forward to updating you regarding the output later in the year.

The following provides some further information relating to a number of the specific recommendations:

Recommendation 2 I can confirm that we have received all the annual reports from health boards. These provide a self assessment against the existing Out of Hours standards. We will be repeating this process on an annual basis and will look to build on both the style and content as we move forward.

Recommendation 3 The peer review process is well underway. Dates have now been agreed with all health boards and the timetable is shown below

Heath Board	Peer review
Hywel Dda UHB	23/08/2018
Cwm Taf UHB	17/09/2018
Cardiff and Vale UHB	28/09/2018
Abertawe Bro Morgannwg UHB	23/10/2018
Betsi Cadwaladr CU HB	25/10/2018
Aneurin Bevan UHB	07/11/2018
Powys THB	13/11/2018

The output from the peer reviews will be a local action plan, with workforce being a central component. This will be jointly produced and agreed at the end of, and immediately following, each peer review. As a consequence, the outcomes cannot be pre-determined at this stage. Hywel Dda has agreed to act as a pilot to inform the later reviews.

Alex Howells, Chief Executive, Health Education and Improvement Wales (HEIW) has also agreed to look at out of hours workforce as a priority as the organisation develops its work plan.

Recommendation 5 The GP OOH Forum Quality and Safety Committee have now met twice and have agreed its terms of reference. It is in the process of implementing these, and is developing a work programme. This committee will provide feedback to the GP OOHs Forum, to support learning and development. Judith Paget's group will give consideration to the establishment of robust reporting lines into the national structure to ensure lessons can be learnt and shared on a consistent basis across Wales.

Recommendation 7 The GP OOH Forum is developing its role as a mechanism to share good practice and improve the out of hours service. It provides a structure to engage with both management and clinical colleagues and Welsh Government now have observer status on both the Forum, and the Quality and Safety Committee.

Recommendation 8 I can report that the national IT system to support the 111 service in Wales is progressing well. The competitive dialogue is continuing and on track with the timetable agreed with the Infrastructure Investment Board (IIB). Shortlisting will take place in the autumn to select three suppliers for the final round. The timetable thereafter is as follows:

Legal and governance considerations	Summer 2019
Final decision on supplier	November 2019
Implementations begins	January 2020
'Go Live'	October 2020

Further to my earlier letter, I would like to reiterate that the appointment of a national strategic lead is timely, and will provide strong leadership moving forward. The Peer Review process, Transformational Model for Primary Care and the *Policy Framework for*

Unscheduled Care, being developed over the coming months, will help to provide a robust guide to how the Out of Hours service and services provided in the out of hours period will function in the future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andrew Goodall', written in a cursive style.

Dr Andrew Goodall
Director General/ Chief Executive NHS Wales

cc:

Frank Atherton, Chief Medical Officer for Wales

Jean White, Chief Nursing Officer for Wales

Andrew Havers, Senior Medical Officer, Primary Care