

September 2015

100 days since the publication of the Ockenden Report – The progress so far.

ITV news: The Welsh Government says progress has been made at Betsi Cadwaladr Health board, but it will be in special measures for the foreseeable future following "long-standing concerns".

The Welsh Government said "significant steps" have been taken in each of the five areas highlighted as part of the special measures – governance, leadership and oversight; mental health services; maternity services at Ysbyty Glan Clwyd; GP and primary care, including out of hours services and reconnecting with the public in North Wales.

This is an extract of an article. The full article can be found on the ITV news website.

Wales Online: The decision to place Betsi Cadwaladr UHB under ministerial control was made by Health Minister Mark Drakeford following the Tawel Fan investigation. A troubled health board which was put under ministerial control due to concerns over the way it was run is "turning a corner", its chief executive has claimed.

A new consultation has now begun with a final decision being made in November. Interim chief executive at Betsi Cadwaladr Simon Dean set a 100-day challenge to help turn the troubled organisation around.

He said: "When I arrived and started meeting colleagues around the health board, it was immediately clear that there are many dedicated staff in the organisation who are all anxious to deliver first class health services for the people of North Wales.

"It was also obvious that the problems that had arisen in some parts of the organisation, and the way we were viewed by the public, were having a negative influence on morale."

He added: "It was essential that we started to make improvements quickly. I know we could never hope to solve everything in 100 days but, by having very clear plans that set out specific deadlines for individual actions, I wanted people to see that we could start to turn things around.

"Equally, I wanted to make sure that we didn't put off starting to address the big issues and those that would take a longer time to sort out.

"I believe that we have started to make real progress, although of course there is a long way to go. Although much of our work is taking place behind the scenes, there are also very visible actions taking place. For the last three months teams of health board staff have been going out to public events, meeting with other organisations and holding drop-in sessions for members of the public to talk to us about what is important to them about health and health services.

Deputy Health Minister Vaughan Gething said "significant steps" have been taken in each of the five areas highlighted as part of the special measures

Mr Gething said: "Special measures must provide a sustainable foundation for the health board into the long term and give confidence to people in North Wales about the board's ability to provide high-quality health services.

This is an extract of an article. The full article can be found on the Wales Online website.

BBC Wales: Interim chief executive at Betsi Cadwaladr Simon Dean was tasked to deliver "tangible improvements" in governance and mental health services, including pushing through actions in response to the Ockenden report.

An over-arching objective was that the board should also urgently try to reconnect with the public and rebuild public confidence. Mr Dean asked staff for 100-day plans to turn the troubled health board around. A week ago, around 60% of the health board's "to do" list had been completed. It says it has achieved the following:

FIVE PRIORITY AREAS FOR IMPROVEMENT

- Regaining the public's confidence and reconnecting with staff - *1,000 conversations with members of the public, including road shows; 40 drop-in sessions and forums with staff; web chats and a **Best of Betsi** blog; processes of raising concerns reviewed*
- Mental health improvement - *ranging from medicines management, complaints procedure to revised training programme; reviewed job plans of medical supervisors to provide better supervision of trainees*
- Obstetrics and gynaecology at Glan Clwyd Hospital - *six-week consultation on temporary service changes under way, 27 midwives appointed; Continued risk monitoring and management being undertaken shift by shift on current services; review of maternity services by Nursing and Midwifery Council expected shortly*
- Corporate governance - *main capital projects now have project lead executives; the board's committee structure is being evaluated*
- GP out-of-hours services - *work on improving performance and delivery with robust monitoring standards now in place; daily reports about shift coverage and daily unscheduled care conference calls.*

Last month, Simon Dean said rebuilding trust and confidence was the first priority. "We've many thousands of staff and they need to feel proud, enabled, empowered and supported as they go about their work," he said. "In the first six weeks, we had 15 public drop-in sessions which more than 400 people attended, 10 staff drop-ins and six open forums with staff and we're working with trade unions."

This is an extract of an article. The full article can be found on the BBC Wales website.

Further reading can be found at: <http://www.bbc.co.uk/news/uk-wales-politics-34326016>