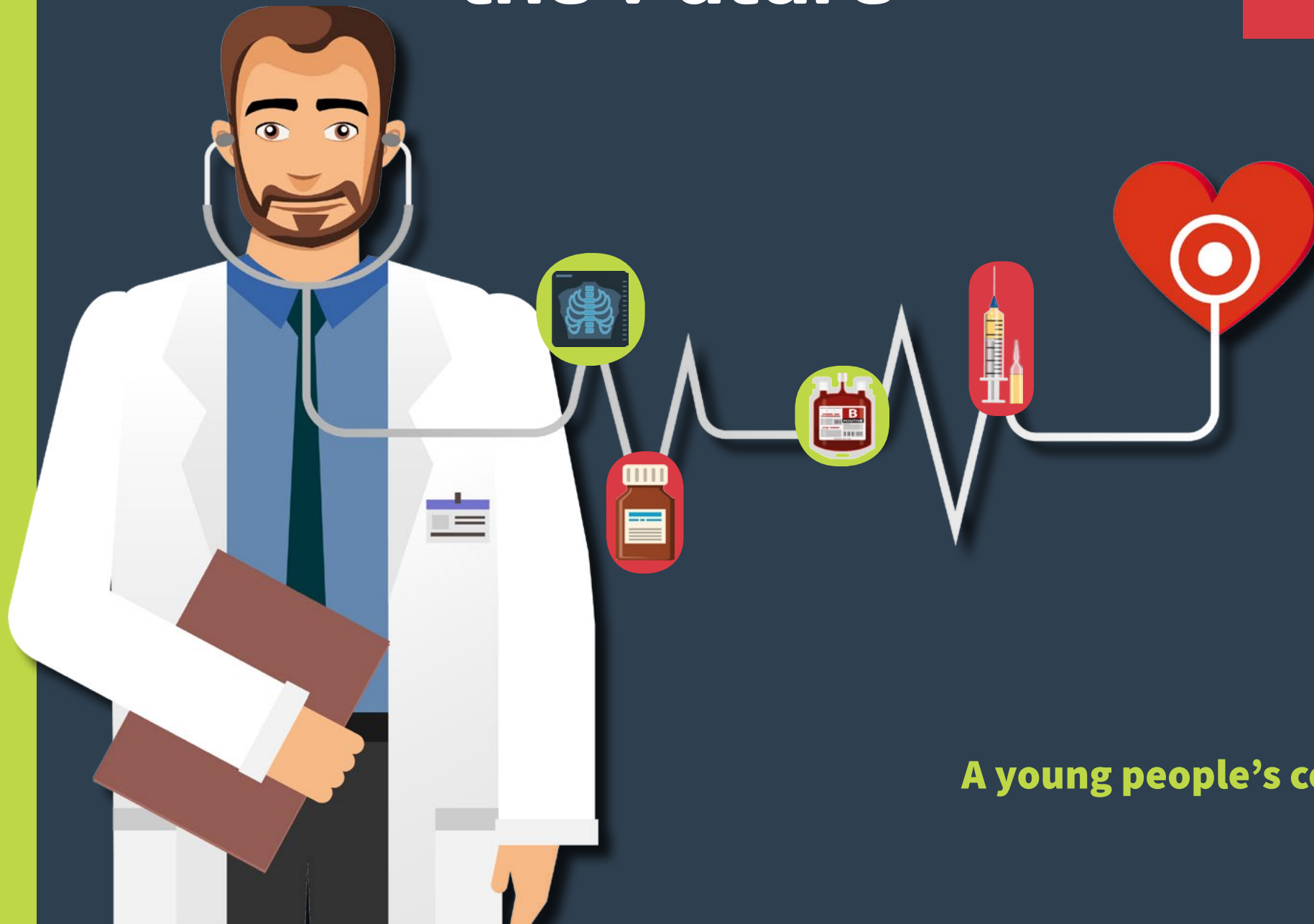


# Services Fit for the Future



Llywodraeth Cymru  
Welsh Government



**A young people's consultation**

Wales has lots of good health and care services. They care for people when they need it and help people stay healthy.

Lots of people provide care like:

- doctors
- nurses
- dentists
- care workers and managers
- therapists and many more.

They make a real difference to people's lives. The Welsh Government want all health and care services to be the best they can be.

In 2015, we asked people in Wales how we could improve health and care services. Lots of people got involved. After listening to their answers, we looked at where we can make some changes.

This booklet tells you about what we want to do. We will need to change some laws to make this happen.

**We want to know what you think so we don't leave anything important out.**



## Why?

- Some health and care systems haven't changed much in 20 years, but, Wales has changed a lot.
- People live longer.
- There are positive projects helping people live healthy lives. But, some people may have health problems because of smoking, unhealthy diets, or other things.
- People need more services and support, so we must use what we have in the right way.
- We need to plan together for the future.

**We need good leaders and good quality services.**



# 1 Changes so we have better leadership

We want all health and care organisations including **Local Health Boards (LHBs)** and **NHS Trusts** to have strong leadership.

## Local Health Boards (LHBs)

A group of people who plan and deliver health services in their area like:

- doctor's surgeries
- hospital services
- mental health services
- and more.

## NHS Trusts

Wales has 3 NHS Trusts.

- The Welsh Ambulance Services Trust
- Velindre NHS Trust – specialist services in cancer care
- Public Health Wales – working to improve health and wellbeing for everyone.



## All Health and Care Services

We want the group of people who lead health and care services to work to the same set of principles (code of behaviour).

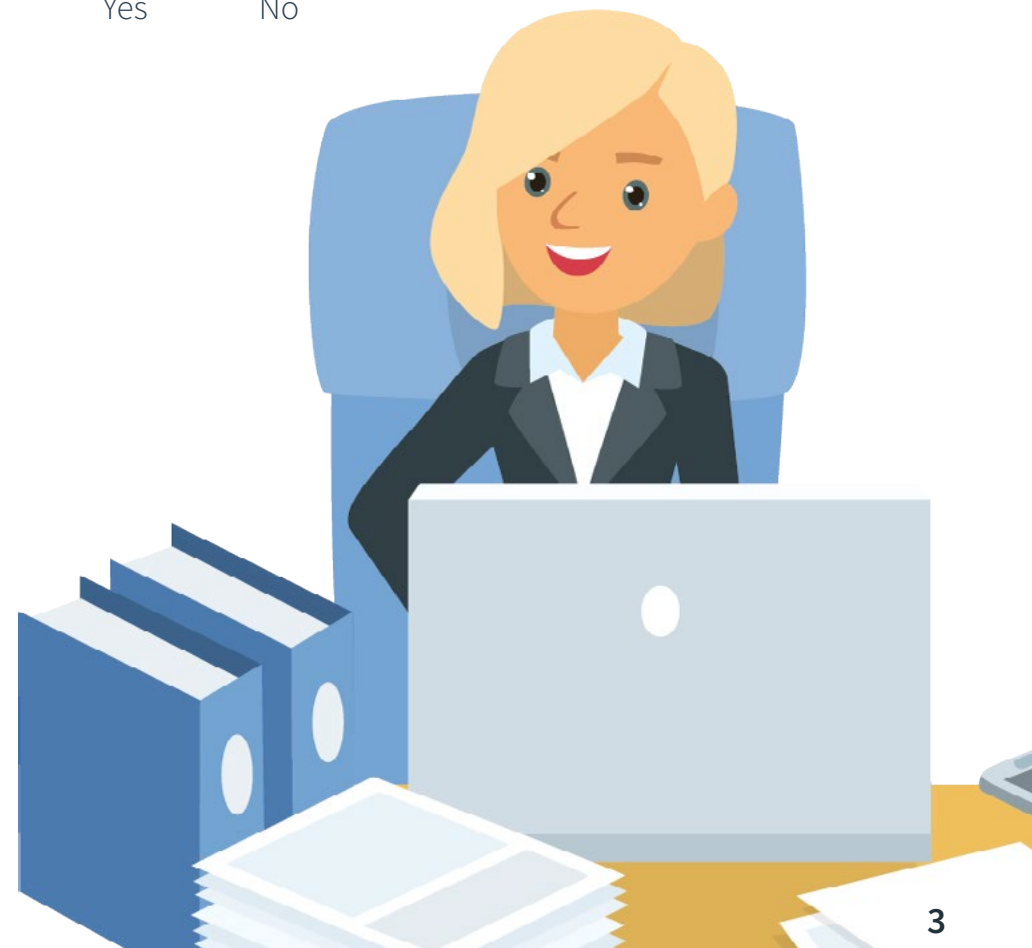
### We want:

- them to be open and clear with everyone
- them to show how they're improving services
- them to work together with others.



Do you think this is a good idea?

Yes      No



## Local Health Boards (LHBs) and NHS Trusts

LHBs and Trusts boards have people on them from different backgrounds.

Some work in the NHS others don't. This helps communities have a say in how services are run.

### We want:

- every chairperson (leader of the board) has a vice-chair to support them
- every board to have the right mix of people and show strong leadership
- to give Welsh Ministers powers to step in and add a board member if there's problem.



Do you think this is a good idea?

Yes No

## Who's on the LHB and Trusts

LHBs and Trusts Boards have different people with different job roles.

We want to keep things flexible but we think every LHB should have some professional roles that are the same.

All NHS Trusts have their own rules about how they are run.

### We want:

- every LHB to have a core group of professional roles
- have others that are flexible and can change based on local need.



Do you think this is a good idea?

Yes No



## Board Secretary

All LHBs and Trusts have a Board Secretary – this person makes sure the Board is run well.

### We want:

- to give the Board Secretary role protection by law. This will help them raise concerns and challenge things.



Do you think this is a good idea?

Yes No

Do you have anything else to say about changes to leadership?

## 2 Changing how we work and think

We need all services to be open and clear about what they are doing, and why.

**People should be able to get involved and have a say in decisions.**

Health and care services, LHBs and NHS Trusts need to:

- be prepared
- plan well
- work with others more like; local authorities and other organisations
- give good service.



### Quality services

Bodies delivering health and care services need to make sure they put the needs of people at the centre of all their plans.

#### We want:

- to give them the power to work even closer with local authorities and other organisations
- to have to look at what's needed in their area when making plans
- work with each other when someone needs a specialist service.



**Do you think this is a good idea?**

Yes

No

### Being open and honest

All health and care services must be honest about their decisions, even when it's difficult.

When people make a complaint, they should get clear and honest answers.

#### We want:

- all health and care services to have the same rules about being open and honest
- all health and care services to be open and clear with people.



**Do you think this is a good idea?**

Yes

No

Is there anything else you want to say about changes to how we work and think?



# 3 Changes to help put people first.

Everyone should get excellent care. People's needs should come first and be at the centre of all decisions.

All health and care services must be able to show they are:

- doing the right thing
- in the right way
- in the right place
- at the right time
- with the right staff.



## Standards of care

That's a lot of different standards (rules).

- All NHS services work to one set
- independent healthcare organisations have another set
- Social Care services have a different set too.

It can be confusing. It's not always clear what people can expect.

### We want:

- one set of key standards for all services across health and social care.



Do you think this is a good idea?

Yes

No

## Making a complaint

Saying when something isn't working should be easy.

Problems should get sorted quickly. People shouldn't have to complain lots of times to different services.

### We want:

- a clear, easy complaints system
- all services and organisations to work together to deal with problems.



Do you think this is a good idea?

Yes

No

Is there anything else you want to tell us about putting people first?

# 4 Changes to help people get involved

Everyone should be able to get involved and have a say in how services run across Wales.

Working together improves services.



## Involving people

People should be able to have a say in services across Wales, as well as in their local services.

We want to set up a 'citizen voice' group across Health and Social services. The group will be separate from the NHS and local authorities but will work with all services and organisations.

### We want:

- to build a new 'citizen voice' group to help more people have a say.



**Do you think this is a good idea?**

Yes      No



## Working together

Some decisions should be made locally. It can save time and money.

LHBs and people using services know a lot about how they work in their area. They can add knowledge and understanding to plans and decisions.

If there are issues or people can't agree on decisions then Welsh Ministers can step in and decide with advice what to do.

### We want:

- make it possible for LHBs to make more decisions locally
- have independent advice and support systems to help this happen.
- To make it possible for Welsh Ministers to take decisions when LHBs cannot.



**Do you think this is a good idea?**

Yes      No

## Inspection and Regulation

Health and care services should be safe and follow all the rules.

**Healthcare Inspectorate Wales (HIW)** – checks all health care and care given by organisations.

**The Care and Social Services Inspectorate Wales (CSSIW)**  
– checks services in social care.

They both make sure all services are the best they can be and follow the right rules

### We want:

- the HIW to have a legal framework like CSSIW so they can work together better
- to know if HIW, CSSIW, and the ‘citizen voice’ group should come together to form a new, single body.

### ? Do you think this is a good idea?

Yes      No

Is there anything else you want to tell us about getting people involved?



## Next steps

### Thanks for reading this

All your answers will help us move forward.

The full consultation is here:

[consultations.gov.wales/consultations/services-fit-future](https://consultations.gov.wales/consultations/services-fit-future)

Please send us your answers by 29 September 2017.

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