

Management response form



Audit Wales use only

Audited body	Public Health Wales NHS Trust
Audit name	Quality Governance Follow-up / Improving Quality Governance
Issue date	19 August 2025

Ref	Recommendation	Commentary on planned actions	Completion date for planned actions	Responsible officer (title)
R1	The Trust should introduce a systematic, Trust-wide approach for proactively testing awareness of, and compliance with quality governance policies.	Review the PHW Policy for Policies, Procedures and other written control documents to ensure the requirement for policy owners to routinely audit / test compliance and awareness for all Policies. Amend the Policy approval cover sheet to include more explicit requirement to test awareness as part of the implementation plan.	January 2026	Deputy Board Secretary and Deputy Head of the Board Business Unit
		Developing a schedule for auditing each Quality Governance Policy, and results to be included in the Audit Section of the quarterly Quality Governance report to QSIC. Summarise any audit activity relating to	April 2026	Assistant Director of Quality & Nursing

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		Quality Governance Policies in the end of year report Q4 report or the Annual Reports for each area.		
R2	The Trust should more explicitly and transparently report the changes it has made in response to service user feedback. This should include reports to QSIC, and more explicit use of “You Said, We Did” to support reporting on its website of service changes stemming from service user feedback.	The Implementation plan for the People’s Experience Framework is being discussed and developed on 1 st October at the internal People Experience Group (Service user group). This plan includes the introduction of ‘You said we did’ display within PHW managed public facing sites with quarterly information displayed.	March 2026	Assistant Director of Quality & Nursing
		As part of the ‘Always on’ Reporting working group a public facing website is being developed to include a ‘you said we did’ section which will detail changes made as a result of service user feedback.	May 2026	Assistant Director of Quality & Nursing