

 <p><b>GIG CYMRU NHS WALES</b>   Iechyd Cyhoeddus Cymru Public Health Wales</p>	<p><b>Policy / Procedure Approval Report</b></p> <p><b>Name of Meeting</b> Quality, Safety and Improvement Committee</p> <p><b>Date of Meeting</b> 18 July 2023</p> <p><b>Agenda item:</b> 6.1</p>
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### Section 1 - Policy / Procedure Information

<b>Policy / Procedure Title</b>	<b>Putting Things Right Policy And Putting Things Right Redress Procedure</b>
<b>Policy Lead</b>	<b>Frankie Thomas</b>
<b>Lead Executive</b>	<b>Rhiannon Beaumont Wood</b>
<b>PHW / All Wales?</b>	<b>PHW</b>
<b>Date of last Review</b>	<b>September 2018</b>
<b>Is the current policy / procedure within review date?</b>	<b>Expired</b>
<b>Approving Body /Group</b>	<b>Quality, Safety and Improvement Committee</b>
<b>Version Number</b>	<b>3</b>
<b>Recommendation</b>	
<p>The Committee is asked to:</p> <ul style="list-style-type: none"> <li>• <b>Note</b> that the Leadership Team have endorsed the Putting Things Right Policy and Putting Things Right Redress Procedure to the Committee</li> <li>• <b>Approve</b> the Putting Things Right Policy AND Putting Things Right Redress Procedure</li> </ul>	

<b>Section 3 – Details of the Review:</b>	
<b>Background:</b>	
<b>Reason for review</b>	<ul style="list-style-type: none"> <li>• review deadline due / passed</li> <li>• update required due to change in process</li> <li>• Update required to reflect change in legislation</li> </ul>
<b>Description/Assessment</b>	<p>Public Health Wales supports a culture of fairness, openness and learning and actively encourages all staff to report incidents (including near misses) and to speak up when things go wrong without fearing unjust blame. Supporting staff to be open about mistakes allows valuable learning and can help prevent the same errors or mistakes from being repeated.</p> <p>All staff are required to use the appropriate corporate systems for concerns management. In Public Health Wales concerns are managed through the Datix Risk and incident management system</p> <p>All staff are required to undertake the all Wales Putting Things Right mandatory training, as a minimum every two years. Staff with specific responsibilities for Putting Things Right will receive role specific training as required.</p>
<b>Consultation</b>	
Has this Policy / Procedure been through the appropriate 28 day consultation process?	<p>Yes, placed on the Consultation Database on the below dates.</p> <p>Consultation details of the policy and procedure sent to staff side representatives via email on 23 February 2023 (for Procedure) and 06 April 2023 (for Policy)</p>
Date range of consultation:	Consultation database: Putting Things Right Policy: 03 April 2023- 02 May 2023

	Putting Things Right/Redress Procedure: 31 January 2023 – 01 March 2023
Please provide details of any feedback received and outline what changes if any were made to the document as a result:	N/A
Had this policy / procedure been considered by any other groups?	No
If so, please provide detail of any comments / feedback or amendments made to the documents as a result of this	
<b>Impact Assessments</b>	
<b>Equality and Health Impact Assessment</b>	All Policies should be accompanied by an Equality and Health Impact Assessment. Include the assessment here, and summarise any issues identified in the assessment.
<b>Welsh Language Impact</b>	The Policy / Procedure will be translated to Welsh and available on the internet bilingually.
<b>Risk and Assurance</b>	Risks associated with this policy have been considered and are reflected on the divisional risk register as appropriate.
<b>Health and Care Standards</b>	This Policy / Procedure supports and/or takes into account the <u>Health and Care Standards for NHS Wales Quality Themes</u>
	Theme 2 - Safe Care
	Choose an item.
<b>Financial implications</b>	Financial implications have been considered and reflected in the EQIHA as appropriate.
<b>People implications</b>	Policy is applicable to all staff but does not impact on staff surveys.
<b>Socio Economic Duty</b>	Policy aligns to the duty

## 5 - Implementation

<b>Implementation plan (with timescales)</b>		
Next steps	Timescale	Responsible officer(s)
Approval		
Welsh translation	Within 3 weeks of approval	Quality, Nursing and Allied Health Professionals
Publish on PHW Intranet and internet	Within 1 week of receipt of Welsh translation	Board Business Unit

## 6. Dissemination

The policy and procedure will be distributed on the PHW website.