 <p> GIG CYMRU NHS WALES </p> <p> Iechyd Cyhoeddus Cymru Public Health Wales </p>	<p> Name of Meeting Quality, Safety and Improvement Committee </p> <p> Date of Meeting 26 August 2025 </p> <p> Agenda item: 3.1 </p>
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Duty of Quality Annual Report 2024 - 2025	
Executive lead:	Claire Birchall, Executive Director, Quality, Nursing and Allied Health Professionals
Author:	Wayne Jepson (Head of Quality, Engagement and Collaboration) Hilary Wilderspin (commissioned to support gathering of examples and report writing) All Public Health Wales Directorates and Divisions (contributed examples across all the Health and Care Quality standards)

Approval/Scrutiny route:	<ul style="list-style-type: none"> • Business Executive Team - 06/08/2025 • Quality, Safety and Improvement Committee – 26/08/2025 • PHW Board – 29/09/2025
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<p> Purpose To provide the Quality, Safety and Improvement Committee with a draft version of the Public Health Wales Annual Quality report for 2024-2025. </p>				
<p> Recommendation: </p>				
<p> APPROVE <input checked="" type="checkbox"/> </p>	<p> CONSIDER <input checked="" type="checkbox"/> </p>	<p> RECOMMEND <input type="checkbox"/> </p>	<p> ADOPT <input type="checkbox"/> </p>	<p> ASSURANCE <input type="checkbox"/> </p>
<p> The Quality, Safety and Improvement Committee is asked to: </p> <ul style="list-style-type: none"> • Approve the final draft Annual Quality Report 2024 -2025 (for publication in line with the requirements of the Duty of Quality) 				



Link to Public Health Wales [Strategic Plan](#)

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

Strategic Priority/Well-being Objective	All Strategic Priorities/Well-being Objectives
Strategic Priority/Well-being Objective	Choose an item.
Strategic Priority/Well-being Objective	Choose an item.

Summary impact analysis

Equality and Health Impact Assessment	An Equality and Health Impact Assessment is not necessary, as no decision is required as part of this reporting process. However, this has been given consideration as part of the implementation plan in the Duty of Quality roadmap. Many of the areas that are referenced through the Duty of Quality Annual Report 2024 – 2025 link to quality improvement activities that directly or indirectly identify or address inequity or disparity.
Risk and Assurance	The information and data presented in this report help understand the quality of services/ care being delivered, and our assurance and improvement activities to provide high quality and continuous improving services.
Health and Social Care (Quality and Engagement) (Wales) Act	This Annual Duty of Quality report directly supports the implementation of the Health and Social Care (Quality and Engagement) (Wales) Act and fulfils Public Health Wales reporting obligations to comply with the Duty of Quality.
Financial implications	Much of our quality improvement activity helps support our financial position, through enabling more efficient, productive services or supporting cost avoidance.
People implications	The impact of leadership and culture on quality are clearly defined in the standards.

1. Purpose / situation

This paper introduces the draft Duty of Quality Annual Report 2024-2025 for Quality, Safety and Improvement Committee approval.

2. Background

The Duty of Quality forms part of the Health and Social Care (Quality Engagement) (Wales) Act 2020, which came into effect on 1 April 2023. The duty defines quality as “continuously, reliably, and sustainably meeting the needs of the population that we serve.”

To comply with the duty, Public Health Wales is required to publish an annual quality report describing the steps taken on the quality journey and 2024-2025 will mark the second Annual Quality report publication under the duty.

NHS Performance and Improvement are covered by the duty but as they are not an NHS body in their own right, they are not required to report themselves. However, PHW has a responsibility to take to steps to ensure they comply with the duty. We do this through the compliance requirements within our Hosting Agreement, as well as the assurance reporting to our Committees on a scheduled basis.

3. Description/Assessment

The report aims to describe to the public:

- The progress made throughout the year to deliver and improve the quality of our services we provide, particularly focussing on areas we had committed to improve in the 2023-4 report.
- To provide both achievements made whilst acknowledging where services need to improve
- Provide qualitative and quantitative data, to evidence quality across all 12 Health and Care Quality standards.

Methods for Collation: Ongoing engagement, with directorates and divisions, has taken place via the Quality Oversight Group (QuOG) and the utilisation of the Health and Care Quality Standards self-assessment process. Directorates and divisions also contributed to collaboratively update and develop stories against the 12 standards. Reviewing this approach and identifying opportunities to improve it will be considered for next year's report.

Selection of information: 50 stories that provide the best examples against the Health and Care Quality standards for the public have been selected. All PHW Directorates are represented and their work showcased within the report across the 12 standards.

Appendix 1 details the 12 Health and Care Quality standards and the examples included for each in the main report.

Next steps: The report is due to be published by the 30 September 2025.

Following approval, this report will be subject to professional design and then made available to the general public via the Public Health Wales internet site.

3.1 Well-being of Future Generations (Wales) Act 2015



This report outlines the long-term continual improvement journey stipulated by the Duty of Quality as part of the Health and Social Care (Quality Engagement) (Wales) Act 2020. Linking to our long-term strategy, it outlines quality as part of our long-term vision



The report references our strategic leadership role in public health prevention, outlining examples such as diabetes prevention and preventing the spread of communicable disease.



This report brings together how we work across the wider health and social care system integrating learning and improvement for the benefit of the people that we work with and for.



Internally, we engaged with our teams across the organisation on the standards within the duty. Externally we demonstrated collaborative work across Wales and Internationally to provide the best outcomes for the people that we work with and for.









This report outlines how we engage with and involve our people as part of our quality journey to continually improve our services.







4. Recommendation

The Quality, Safety and Improvement Committee is asked to:

- **Approve** the final draft Annual Quality Report 2024 -2025 (for publication in line with the requirements of the Duty of Quality)

Appendix 1:

Duty of Quality Standard	Examples Used
Safe 	Safeguarding
	Managing our risks
	Putting Things Right
	Suicide surveillance
	Reducing Carbon Emissions from Microbiology Laboratories
Timely 	Newborn blood spot screening
	Rapid Testing in Microbiology
	NHS Breast Screening
	The First 1000 days - supporting younger families in Wales
Effective 	Bowel Screening Age Lowered to 50 in Wales
	Diabetes prevention - Tackling diabetes
	Preventing the spread of disease – MMR vaccine
	Preventing the spread of disease – RSV vaccine
Efficient 	Value for money for the population
	Cell Free DNA testing
	Supporting the Wellbeing and Health Economy in Wales - focus on public and social value
Equitable 	Optimising the role of school food in promoting nutrition and reducing health inequalities
	Biodiversity Action Plan
	Accessibility Audit
	Our Approach to Engagement
	Ethnic Minority project
Person Centred 	Young ambassadors and Young People's Programme
	Providing information for new parents
	Immunisation tackling health Inequality – public understanding of vaccines
	Protecting and Promoting Mental Wellbeing

	Strengthen community connections to improve health and wellbeing in Wales
	Complaints and Concerns
Leadership 	Developing and supporting our leaders
	PHW Leadership and Management Academy
	Leadership and Management Framework
	Board Assurance Framework
Workforce 	Workforce Wellbeing and Enablement
	Workforce equality, diversity and inclusion
Culture 	Being our Best
	Spotlight on Speaking Up Safely
	Mandatory Training
	Duty of Quality e-Learning
Information 	Primary Care Clusters Dashboard
	Records Management and Information Governance
	Always On reporting
Learning, Improvement and Research 	Improvement and Innovation Hub
	Effectiveness of smoking cessation interventions for groups with some mental health issues
	Improving the health and wellbeing of children and young people
	Research into flood early warning systems prioritises financial impact rather than health
	Communicable Diseases
Whole Systems Approach 	National work in violence and trauma
	Whole-School and Systems Approaches to Health and Well Being
	Physical activity among secondary school pupils in Wales
	Primary Care Obesity Prevention Action Plan
	Vaping for Secondary-aged learners in Wales