

 GIG CYMRU NHS WALES Iechyd Cyhoeddus Cymru Public Health Wales	Name of Meeting Board Date of Meeting 24 September 2026 Agenda item: 5.5
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Duty of Quality Annual Report 2025 - 2026	
Executive lead:	Claire Birchall, Executive Director, Nursing, Quality and Integrated Governance
Author:	Wayne Jepson (Head of Quality, Engagement and Collaboration)

Approval/Scrutiny route:	• Business Executive Team - 19/08/2026 • Quality, Safety and Improvement Committee – 10/09/2026 • PHW Board – 24/09/2026
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Purpose To provide the Board with the Public Health Wales Annual Quality report.				
Recommendation:				
APPROVE ☒	CONSIDER ☐	RECOMMEND ☐	ADOPT ☐	ASSURANCE ☐
The Board is asked to: • Comment on the draft Annual Quality Report 2025–2026 (for publication in accordance with the requirements of the Duty of Quality); and • Approve the report for publication.				

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 report 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 2025 – 2026 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 presents the draft Duty of Quality Annual Report 2025–2026 for Board consideration and approval. The Quality, Safety and Improvement Committee considered the report at its meeting on 10 September 2026 and recommended it to the Board for 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 2025-2026 will mark the third Annual Quality report under the duty.

3. Description/Assessment

The report aims to describe to the public:

- A review of the progress and challenges on the quality journey and look forward to the year ahead
- A balance of positive information and acknowledge where services need to improve
- Qualitative and quantitative data and information, such as case studies and service user stories to illustrate quality across all 12 Health and Care Quality standards.

Improvements: Two improvement exercises were conducted on the Annual Quality Report during Quarter 3 and Quarter 4 of 2025-26. These were a Time to Talk survey and desktop research on Annual Quality Reports across NHS Wales.

Time To Talk survey: The focus of the survey was on the format of the Annual Quality Report, with 1418 participants responding across Wales. The survey results for the top three formats were:

1. Written Report
2. Infographic
3. Video

Desktop Research: Focused on the format, style and length of the reports across NHS Wales organisations. Highlights of the research include:

- Written report is the preferred format of the Annual Quality Report
- Majority of NHS Wales organisations have a standalone Annual Quality Report, with a small number incorporating it within an Organisational Annual Report
- Public Health Wales has the longest Annual Quality Reports (90+ pages)
- Average Annual Quality Report length across all NHS Wales organisations (not including Public Health Wales) is 38 pages.

The feedback and research above were presented to the Quality Oversight Group (QuOG) in March 2026 with a view to agree and implement improvements to the Annual Quality Report. A phased approach to improvements was agreed. Phase 1 (2026-27) includes:

- Remain with a written report format but explore elements of a digital approach
- Reduce the length of the report, with fewer case studies, so it is clearer and more concise for the public to engage with
- Report to be developed and published in SWAY.

Phase 2 (2027-28 onwards) includes:

- Blended approach to the report, with better utilisation of digital and video.

Methods for collation: Ongoing engagement, with directorates and divisions, has taken place via the QuOG and the utilisation of the Health Care standards self-assessment process. Directorates and divisions were also directly engaged with to collaboratively update and develop stories under the 12 standards. Learning and opportunities to improve the approach will be reflected on for next year's report.

Selection of information: We have selected 17 stories that provide the best examples to the public on the Health and Care Quality standards. The selection criteria included examples that demonstrated reflective learning, quality, plans for the year ahead, were understandable to the public and avoided duplication. It also ensured all Directorates work is represented and there are sufficient examples across the standards.

The examples are referenced in Appendix 1 under each of the 12 Health and Care Quality standards.

Next steps: The report should be published by the 30 September 2026.

The Business Executive Team and Quality, Safety and Improvement Committee have approved the report for onward approval progress. Following approval from the PHW Board, this report will be available to the 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 Board is asked to:

- **Comment** on the draft Annual Quality Report 2025 -2026 (for publication in line with the requirements of the Duty of Quality) and **approve** for publication.

Appendix 1:

Duty of Quality Standard	Example
Safe 	Diabetic Eye Screening Wales Gloves Off
Timely 	Blood Culture All Wales Diabetes Prevention Programme
Effective 	Children and Families Pilot – Healthy Weight: Healthy Wales
Efficient 	People's Experience and Feedback
Equitable 	Wales Health Impact Assessment Support Unit Screening Equity Strategy
Person Centred 	Health Protection - Vaccine Preventable Disease Programme Behavioural Science Unit
Leadership 	Communications for the Web Estate Transformation Programme - Strategy, Finance & Performance
Workforce 	New Colleague Networking - People & Organisational Development
Culture 	Tackling Diabetes Together
Information	Real Time Suspected Suicide Surveillance system

	
Learning, Improvement and Research 	Oral Health Population Health Indices for Wales
Whole Systems Approach 	Wider Determinants of Health
	Emergency Preparedness Resilience and Response