

PARLIAMENTARY REVIEW OF HEALTH AND SOCIAL CARE CALL FOR EVIDENCE

Introduction

This is an invitation to submit evidence to the Parliamentary Review of Health and Social Care in Wales (the Review). The Review has been commissioned by the Welsh Government to develop recommendations for the future delivery of health and social care services.

The Review is chaired by Dr Ruth Hussey CB, OBE. Its membership is made up of:

- Professor Sir Mansel Aylward CB
- Prof Don Berwick
- Prof Dame Carol Black DBE
- Dr Jennifer Dixon CBE
- Nigel Edwards
- Eric Gregory
- Prof Keith Moultrie
- Prof Anne Marie Rafferty

The terms of reference for the Review are attached at Annex A. The work of the Review will be taken forward independently of Government. It has been asked to report by December 2017.

The Review has been asked to deliver recommendations to implement during this Assembly term that will deliver improved outcomes for people over the coming 5 to 10 years.

To support this, the Review wants to ensure that its recommendations are founded on evidence, and on the experiences and understanding of users and providers of health and social care services in Wales.

Questions for the submission of evidence

In fulfilling its remit, the Review wishes to address four broad areas:

- Defining the key issues facing health and social care
- Identifying where change is needed and the case for change
- Setting out a vision for the future including moving health and social care forward together, developing Primary Care services out of hospitals.
- Advising on how change can be delivered, building on the positive aspects of the current system.

The Review invites you to consider these areas, particularly in relation to the six work strands set out in the terms of reference at annex A, and to provide them with evidence about the following aspects:

- Over next 5-10 years what should health and social care services prioritise to ensure a sustainable approach to improved outcomes and best value in health and social care in Wales?
- What do you value about the service you deliver now, and how could it be made better?
- What do you see as working well, and are there examples of innovation and good practice that could be replicated?
- What do you see as barriers to improvement and how could these be overcome?
- What could be improved in current systems or in your area of work, and what needs to happen to enable change? What would be the benefits in terms of improved outcomes?
- What needs to change to ensure that co-production or co-design is routine in health and care services and that people are better able to stay healthy or manage their condition?
- Do you agree that the strategic direction of increasing primary, community and social care in local communities is the right approach to better meeting the needs of particular populations?
- To what extent should services and processes be standardised across Wales, to achieve the right balance between national level and local decision making and allow room for innovation?
- What do you understand by integration and what steps are needed to further integrate services?
- What do you understand by prudent health and social care? What steps are needed to ensure the principles are embedded in routine practice?
- What actions are needed to ensure services have a sustainable workforce for the future that matches the strategic direction?

To give an indication of the scope of its work, the Review has identified an initial set of issues it considers likely to arise; this is attached at Annex B. Respondents may wish to consider this list of issues in preparing their response, but should not be constrained by it.

Submitting evidence

The Committee welcomes contributions in English or Welsh.

To allow the Review to explore the evidence submitted and focus its work on key themes, responses are invited by **21st April 2017**.

Where respondents have already addressed relevant matters in their responses to Assembly Committee inquiries or Welsh Government consultations, they may wish to refer to those responses, and add any further comments they consider relevant to this Review's work and to the questions set out above. We know, for example, that the National Assembly for Wales Health, Social Care and Sport Committee is currently calling for evidence around primary care, medical recruitment and loneliness and isolation and we do not wish to duplicate the evidence gathering.

It also assists the review panel if those submitting evidence adhere to the following guidelines. Each submission should:

- State clearly who the submission is from, i.e. whether from yourself in a personal capacity or sent on behalf of an organisation, for example the submission could be headed 'Written evidence submitted by xxxxxx'
- Be concise.
- Begin with an executive summary in bullet point form of the main points made in the submission
- Include a brief introduction about yourself/your organisation and your reason for submitting evidence
- Have numbered paragraphs
- Include any factual information you have to offer from which the review panel might be able to draw conclusions, or which could be put to other witnesses for their reactions
- Include any recommendations for action by the Government or others which you would like the review panel to consider.

We intend publishing most of the written evidence we receive on the internet (where it will be accessible to search engines). If you do not wish your submission to be published, you must clearly say so and explain your reasons for not wishing its disclosure. The review panel will take this into account in deciding whether to publish. If you wish to include private or confidential information in your submission to the review panel, please contact the review secretariat to discuss this.

You can email your submission to
parliamentaryreviewhealthandsocialcare@wales.gsi.gov.uk

or post it to

Parliamentary Review of Health and Social Care
c/o Life Sciences Hub Wales
The Chris McGuigan Hub
3 Assembly Square
Cardiff Bay
CF10 4PL

Thank you for your interest in the work of the Review.

Annex A

Parliamentary Review into the future of Health & Social Care in Wales

Terms of Reference

The establishment of a Parliamentary Review into the long-term future of health and social care in Wales is a key commitment in the Programme for Government launch in September 2016. The independent panel of experts, established in November 2016, was tasked with producing a report in 12 months focussing on the sustainability of health and social care in Wales.

The report should consider the current situation and draw out the challenges facing health and social care over the next 5-10 years bearing in mind the context set by the Social Services and Well-being Act, and the seven goals of the Well-being of Future Generations Act alongside rising demand, demographic changes and financial sustainability.

The review is tasked with producing recommendations that will deliver improved health and wellbeing outcomes for people across Wales with a particular focus on reducing health inequalities.

The Terms of Reference for the report are:

- Define the key issues facing health and social care
- Identify where change is needed and the case for change
- Set out a vision for the future including moving health and social care forward together, developing Primary Care services out of hospitals.
- Advise on how change can be delivered, building on the positive aspects of the current system.

These areas will be explored initially via six strands across health and social care:

- Situational analysis including learning from previous work
- Future Vision including Delivery Models, & Organisational Issues and the citizen's perspective
- Metrics, Systems, Governance and pace of change
- Workforce including culture, morale, education & training, rurality and Welsh Language
- Quality and Safety including, R&D, and Innovation
- Productivity including Data and Insight, Digital, & Finance

Annex B

EMERGING CONSIDERATIONS

To give an indication of the scope of their work, the Review has identified an initial list of themes arising – see below. Respondents may wish to consider this list in preparing their response, but should not be constrained by it.

Achieving positive outcomes

- the extent to which health and social care services are successful in achieving outcomes for and with individuals and communities;
- the extent to which health and social care services are efficient and financially sustainable;
- the extent to which individuals and communities are supported, empowered and involved in the design of services;
- the extent to which services help prevent future problems;
- the extent to which services are able to support individuals and families with multiple and complex needs;
- the extent to which innovations in health and social care services have proved successful, and the extent to which that success may be replicated;
- the effectiveness of varying models for the delivery of health and social care services;

Supporting delivery

- the longer-term challenges facing the delivery of health and social care services, and their implications for the sustainability of health and social care services;
- the effectiveness of processes by which services are designed, commissioned and managed, including the effectiveness of partnership processes and user involvement;
- Staff engagement and involvement in redesign of services
- the effectiveness of innovative approaches to partnership or other joint working in delivering health and social care services;
- the balance between service provision and individual and community capacity and action;
- The balance between standardisation of systems and processes and flexible personalised care, tailored to needs
- the extent to which sectoral and geographical boundaries affect organisations' ability to deliver effective services;
- the extent to which governance structures support delivery and encourage innovation;
- the extent to which financial arrangements can help or hinder the achievement of outcomes;
- the effectiveness of the processes through which services and commissioning organisations account to users, the public and their political representatives;
- the interaction between local and national accountability;
- the availability and quality of information about health and social care services to inform decision making;

- the relationship between public, third sector and private sector delivery;
- the appropriateness of the range of delivery vehicles used;
- the role of inspection and scrutiny;
- the capacity of the system to innovate;
- the extent to which efforts to improve or reform health and social care services have been successful;
- use of the Welsh Language in the delivery of services;
- the extent to which the rural nature of large parts of Wales impacts on service delivery;
- the role of digital technology and ability to maximise its use and impact.

Values and ethos

- the appropriate role of health and social care services in promoting equality and fairness;
- the extent to which services are effective in supporting the most vulnerable;
- the extent to which services support and empower individuals;
- the nature and value of a 'public service ethos';
- The nature and role of leadership in organisations and the extent to which leaders are able to drive improvement.