

Paul Miller
Chief Executive
Velindre NHS Trust
Corporate Headquarters
Unit 2 Charnwood Court
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Eich cyf . Your ref
Ein cyf . Our ref

13 November 2006

Dear Paul

**HEALTHCARE INSPECTORATE WALES (HIW) REVIEW OF VELINDRE NHS TRUSTS
PROGRESS AGAINST THE COMMISSION FOR HEALTHCARE IMPROVEMENT (CHI)
ACTION PLAN.**

I write further to Healthcare Inspectorate Wales' recent review of Velindre NHS Trust's progress against the action plan prepared following publication of the CHI report in December 2002.

We found that the Trust has made good progress in taking forward the recommendations made by CHI and implementing the agreed action plan. The review team considered the Trust to have given careful consideration to the recommendations made and the impact that they have on the organisation. It was clear that there has been close consultation with staff and partners to ensure that the Trust's responses were appropriate and timely. Specifically the HIW review team considered the Trust to have:

- Robust performance monitoring arrangements in place.
- Made a conscious decision to promote and encourage the diverse nature of the divisions and the services they provide, whilst providing a central corporate direction to the different divisions.
- Clear structures and procedures for the management of complaints and sharing of lessons learnt.

Particular issues of note were the Trusts Small Grants Scheme put in place to help assist staff with research projects and the roll out of the DATIX system across almost all parts of the Trust.

There are a few areas where progress has not been made, or has been slow which the Trust now needs to address, specifically:



- A policy/protocol and system needs to be put in place to ensure clear lines of accountability and sharing of information relating to performance and appraisal for staff who are working for more than one organisation (CHI Recommendation 5).
- Confirmation and clarity is required to establish where the Board level responsibility for clinical effectiveness rests and this should be communicated Trust wide (CHI Recommendation 6).
- The Medical Directors job description should be updated to reflect the current role and responsibilities (CHI Recommendation 7).
- The Trust should ensure that all staff are consulted on the revision of the 'Do Not Resuscitate' policy and once revised the policy should be communicated to all staff and training provided if required (CHI Recommendation 18).
- The Trust will need to ensure that Trust specific corporate induction elements are available to staff once the e-Induction is in place (CHI recommendation 29).
- The Trust needs to ensure that all staff can be released from clinical duties to attend training (CHI Recommendation 36).

Further details of the progress that your organisation has made against the 44 recommendations made by CHI is set out in the attached Appendix which has been drawn from your self assessment submission and the findings arising from our review of documentary evidence and the site visit that took place between 5 and 7 of September.

If you have any queries relating to factual accuracy of this response then please would you contact Sarah Cooper, Inspections Manager on 02920 928867 to discuss this. If we do not hear from you by 19 October we will assume you are happy with the review of progress against the CHI action plan and this letter and Appendix will be placed on the HIW website.

Once the letter and Appendix have been posted on the HIW website, the Trust should prepare a response based on the recommendations made within the letter.

- The response will need to be approved by your Board and returned to us within 6 weeks of receipt of our letter.
- Final sign off of your Action Plan will then be agreed jointly between HIW, the Trust and Regional Office.
- The Regional Office will then monitor progress against the agreed Action Plan as part of its routine performance management arrangements.

We believe this will conclude the process, however, should any issues remain unresolved at this time we will be happy to discuss them. May I take this opportunity to thank you and all of the staff in your organisation who have contributed to this review for their hospitality and for being so helpful, it is much appreciated.

I am copying this letter to Lisa Heydon, Clinical Governance Support Manager.

I would also like to take the opportunity to thank you and everyone at the Trust for your assistance with this review.

Yours sincerely

DR PETER HIGSON
Chief Executive