



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government

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**Cyfarwyddwr Cyffredinol, Adran Iechyd a**  
**Gofal Cymdeithasol**  
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Eich cyf/ Your ref:  
Ein cyf / Our ref: PMW/

8 May 2009

Dear

**Re: Evidence given to Audit Committee on 30 April 2009**

I am grateful to the Audit Committee for being given the opportunity to present oral evidence last week. This said, on reflection, I was left with the feeling that the answers given to several questions may not have been sufficiently clear. These areas related to,

- Quality of national and local action plans.
- Availability of data regarding proportion of NHS staff trained under the Passport Scheme.
- Progress made in establishing national standards for incident recording.

To assist the committee, I thought it may be helpful to offer further clarity in these areas.

**With regard to the action plans**, an all-Wales template is in place for all Trusts and LHBs. During the Audit Committee David Francis explained the work that has been undertaken to develop action plans for each health community. These action plans intend to result in a step change in the actions taken by health bodies in tackling violence and aggression against staff. The agreed generic action plan template is attached as Appendix 1 as I thought the Committee would like to see what these plans actually looked like. The template sets out the target dates for delivery against each action and some health communities will deliver in advance of these milestones. There is a requirement that, by 1<sup>st</sup> October 2009, all *new* LHBs will be operating to a single plan. In the meantime, some health communities have opted for a composite plan, namely, Cwm Taf, Hywel Dda and the whole of North Wales, whilst in other parts of Wales the Trusts and LHBs are currently following separate plans.

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This duality of approach reflects local circumstances. All LHBs and Trusts, including Welsh Ambulance Trust, are covered by a local action plan.

An example of a local plan is attached as Appendix 2. Timescales are included in all plans and progress against plans can, and will, be carefully monitored. There is a requirement that progress against the plan is reported regularly to Boards and, thus, this information will be in the public arena. There will likely be need to revisit some areas of the generic plan in coming months, but this will be done as part of the National Steering Group's work.

**With regard to availability of data regarding proportion of NHS staff trained under the Passport Scheme**, all Trusts in Wales currently provide training to staff in line with the All Wales Violence and Aggression Training Passport and Information Scheme. All Trusts had in place mechanisms for monitoring the amount of staff trained as a percentage of those staff requiring training identified through a training needs analysis. Since the recent restructure of NHS Trusts, not all are able to supply this information as they are merging their training records. Trusts have given assurances that this information will be available again when the new LHBs take effect in October 2009.

**With regard to progress made in establishing national standards for incident recording** - All trusts record incidents of violence and aggression and report that information to WAG. All Trusts currently use a risk management system for recording all incidents, claims and complaints (Datix). As I mentioned at the Audit Committee, Trusts are currently using different versions of Datix and by October 2009 they will all have updated their current systems to the most up to date version of Datix. This will allow Trusts to have the ability to report incidents electronically via their intranet systems and standardise the report form used making it specific for violence and aggression. WAG officials have also developed standard recording codes for violence and aggression to allow consistent data capture which will allow better intelligence of the problem and ability to benchmark between Trusts. All Trusts have signed up to using these new codes although several are experiencing difficulty amending their Datix software due to merging data following reorganisation. Those Trusts affected have committed to ensuring these new codes are in place no later than 1<sup>st</sup> October 2009. Below is a chart detailing which Trusts are currently using these codes:

Trust	New Codes in use	Action required
Abertawe and Bro Morgannwg NHS Trust	Yes	
Cardiff & Vale NHS Trust		By Oct 2009
Cwm Taf NHS Trust		By Oct 2009
Gwent NHS Trust	Yes	
Hywel Dda NHS Trust		By Oct 2009
North Wales NHS Trust	Yes in part	Remaining areas by Oct 2009

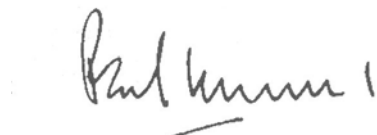
Trust	New Codes in use	Action required
North West Wales NHS Trust		By Oct 2009
Powys	Yes	
Velindre NHS Trust		By May 2009
Welsh Ambulance Service NHS Trust	Yes	

WAG is currently exploring with Health Solutions Wales how data can be automatically shared by Trusts to a central depository from their Datix Systems.

Finally, I agreed to provide a note for the Audit Committee on the number of security staff employed within NHS Wales. I have attached as Appendix 3 a summary of this information.

I hope this written evidence helps provide further clarify to the Committee.

Yours sincerely



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