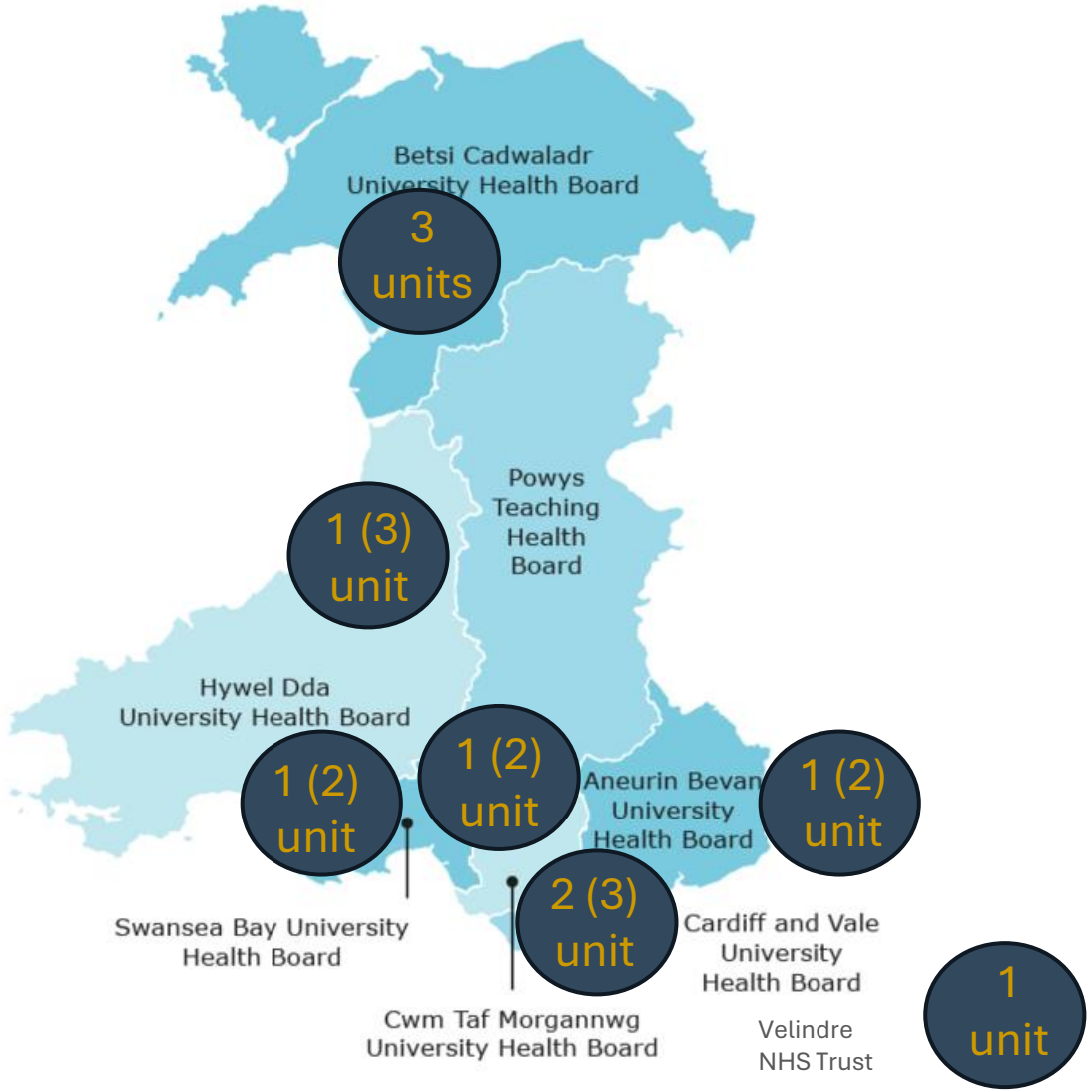
WHC 2024/004 Inspections & Good Practice Solutions Across Wales

Delivering Value, Innovation and Excellence through Partnership

GIG CYMRU NHS WALES
Partneriaeth Cydwasanaethau
Shared Services Partnership

Wales Aseptic Services Overview



Different organisations. Common challenges.

- Mixed model of Section 10 and MS Licenced Units
- Pharmacy aseptic preparation & Radiopharmacy
- Increased demand and complexity across Wales
- Decreased resilience

Wales National Oversight

- One National QA Lead supporting all aseptic services (S10 & MS)
- One lead auditor undertaking inspections across Wales
- Consistent interpretation of standards and expectations
- Ability to identify recurring national themes
- Rapid sharing of lessons learned and good practice

WHC 2024/004 - Common Themes

GIG CYMRU NHS WALES | Partneriaeth Cydwasanaethau Shared Services Partnership

- Ageing infrastructure & estate limitations
- Long term underinvestment
- Capacity pressures & increasing demand
- Reactive rather than strategic development
- PQS implementation & maintenance challenges
- Workforce pressures

Challenges - Symptoms not causes?

GIG CYMRU NHS WALES | Partneriaeth Cydwasanaethau Shared Services Partnership

Infrastructure under pressure

Legacy facilities
Approaching end of life
Limited opportunities
Increasing compliance requirements

Workforce limitations

Recruitment/retention, investment

Capacity

Upstream & downstream processes
Outsourcing challenges
Exceeds original design assumptions

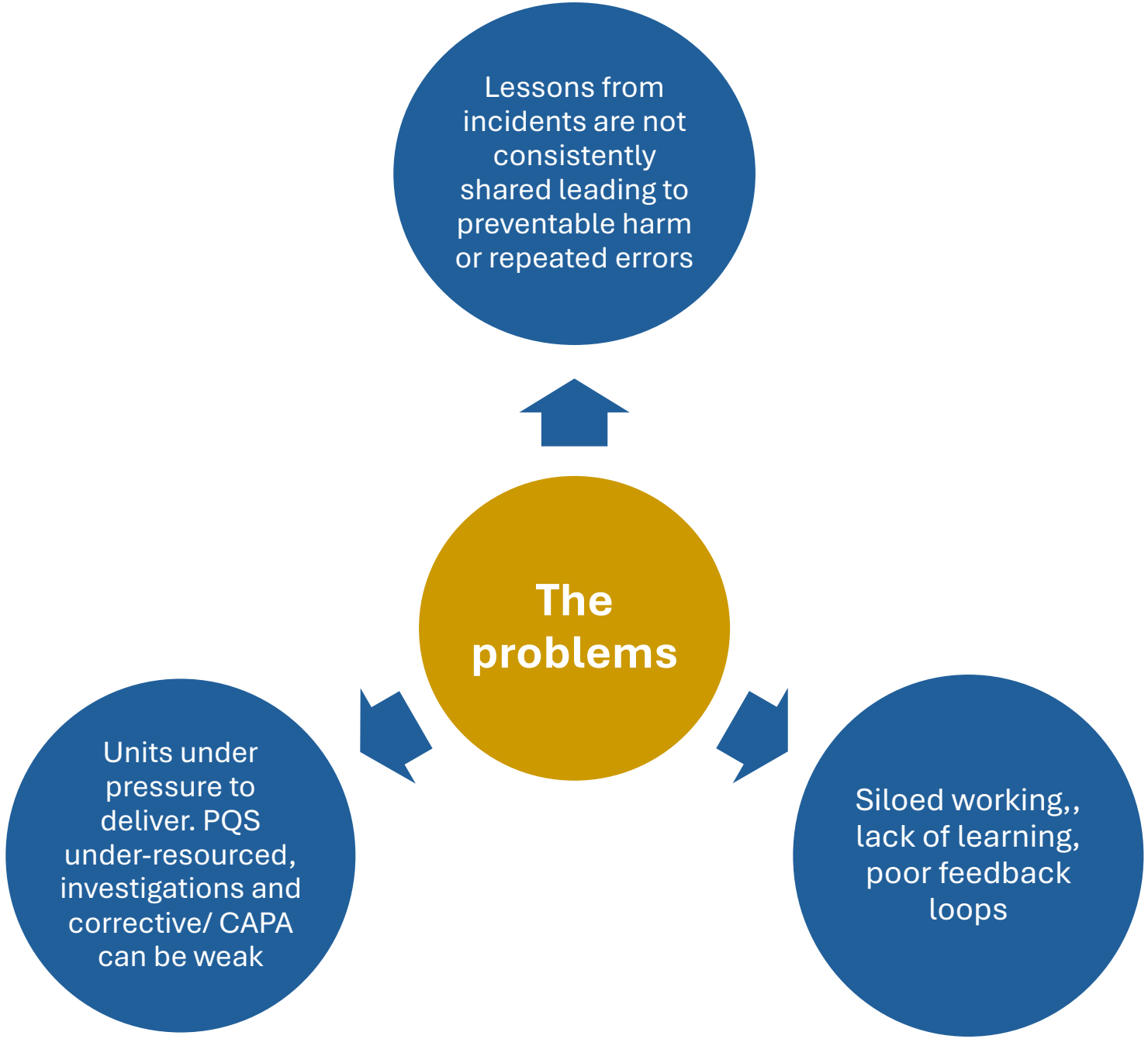
Quality systems

Structure, systems

Investments linked to transformation programme

Inspection findings reflect operational pressures

The National Picture



What Happens if Nothing Changes?

GIG CYMRU NHS WALES | Partneriaeth Cydwasanaethau Shared Services Partnership

- Reduced service resilience
- Increasing operational risk
- Continued repeat findings
- Difficulty retaining expertise
- Reduced capacity for improvement activities
- Risk to patient safety

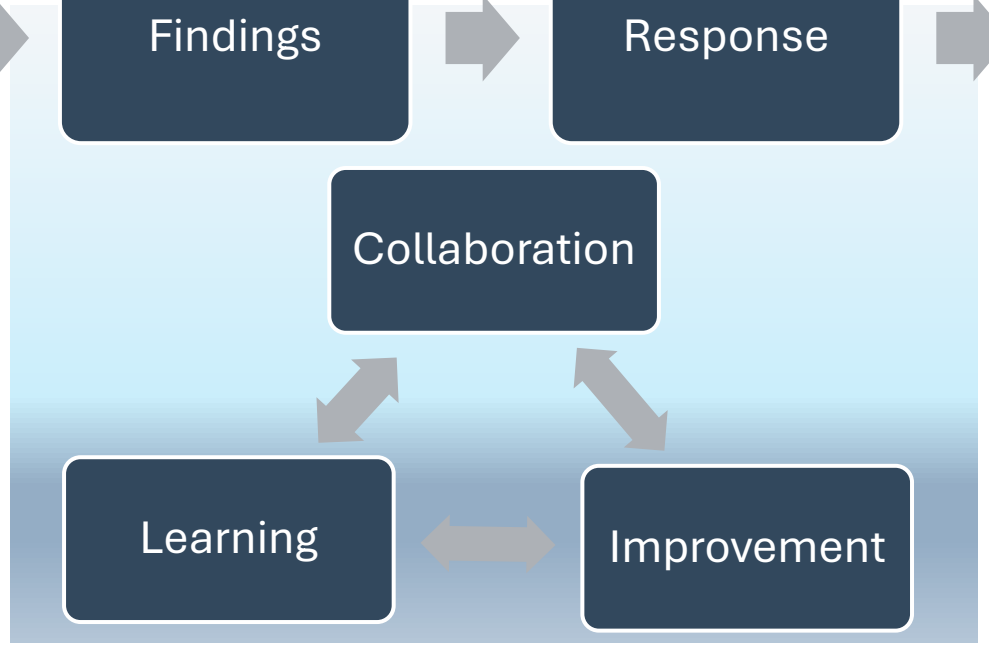
Challenging the Process

Changing the Narrative

GIG CYMRU NHS WALES | Partneriaeth Cydwasanaethau Shared Services Partnership

Traditional Approach → Inspection → Findings → Response → Small Iterative improvements

Change in Approach → Inspection → Findings → Response → Significant compliance improvements



Identify and Promote Good Practice

Move from inspection as a compliance exercise alone and towards improvement through shared learning.

Good practice approaches adopted across Wales

Constructive audit conversations focused on outcomes	Sharing practical solutions when identifying gaps	Signposting sites to examples of good practice	Supporting services to identify proportionate improvements	Consistent national interpretation of requirements

Building a Quality Culture

Trust between organisations

Open discussions of challenges

Leadership commitments

Shared ownership of improvements

Networks and Shared Learning



Move towards national collaboration

- Monthly QI submissions interrogation



National monthly quality meetings

- Communication network – peer to peer support and advice
- Sharing SOPs, PQS templates, commissioning support, RA etc.
- Rapid dissemination of learning from inspections and incidents
- Knowledge development

Cross-organisational support

Reduced Duplication

Move towards ‘Once for Wales’ approach



Collaborative risk assessments



Shared responses to national changes



Consistent implementation approaches



Reduced duplication of effort across sites



Increased opportunities for staff development and understanding

Benefits: Reduced duplication, Better consistency, Faster implementation

Impact & Evidence of Progress

- Stronger relationships between organisations
- Greater consistency of decision making
- Improved capability across the network
- Increased engagement outside inspections
- Better access to expertise



Improved compliance position across all units

Key Messages

Challenges remain, but the approach demonstrates the value of collaboration

- Continued investment in infrastructure remains a challenge
- Capacity and demand pressures must be addressed strategically
- National QA oversight supports consistency and quality improvement
- Shared learning and collaboration accelerate good practice adoption
- The focus is improvement, resilience and patient safety