



**Yr Athro/Professor Chris Jones**

Cyfarwyddwr Clinigol Cenedlaethol, GIG Cymru  
a Dirprwy Brif Swyddog Meddygol  
National Clinical Director, NHS Wales and Deputy Chief Medical Officer

**Llywodraeth Cymru  
Welsh Government**

To: All GP practices, community pharmacies, optometrists and dental practices  
cc: NHS Wales Directors of Primary and Community Care

28 March 2023

### **Health & Social Care (Quality and Engagement) (Wales) Act 2020 Duty of Quality & Duty of Candour Implementation**

Dear Colleagues

I am writing to you as a provider of primary care services in Wales to update you on the forthcoming Duties of Candour and Quality. Both duties come into force on 1<sup>st</sup> April 2023 and will apply across all sectors of health care in Wales although through slightly different routes. The Duty of Candour arguably has the most immediate impact on primary care and will directly apply to primary care providers in Wales. The duty of quality will not directly apply to primary care providers but health boards need to secure improvements in the quality of their health services, including primary care services.

Firstly, I would like to thank all of you who have been involved in the preparation of the statutory guidance, training and communications material. Your commitment, engagement and support has really helped to shape these documents to ensure they are robust and workable for NHS bodies and adequately cover primary care requirements.

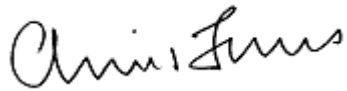
Given that candour will need to be enacted on the 1<sup>st</sup> April 2023 and the impact this will have on your practice, I would like to share the attached documents with you that will hopefully give a sensible overview of the new duty alongside the more detailed guidance and training materials.

I have along with the heads of your professions reviewed the latest position for both duties. I agree that these new pieces of legislation are a significant step in improving the quality of services for our patients and the experience of patients as they use our services. The new duties support the priorities of *A Healthier Wales* and together with the new organisation representing the service users voice, Llais, help move our NHS towards a more responsive, person centred and effective service.

If you have any questions on the new duties there are various engagement and training sessions available and published training materials on intranet / website pages will be shared over the course of the next few weeks. Please also feel free to contact the primary care teams within your Health Board.

Thank you again for all the support you have provided in assisting us to get to this stage.

Yn gywir/Yours sincerely

A handwritten signature in black ink, appearing to read "Chris Jones". The signature is written in a cursive, flowing style.

**YR ATHRO / Professor Chris Jones**

Deputy Chief Medical Officer/National Clinical Director NHS Wales

Senior Responsible Officer